

lenovo

ThinkCentre User Guide



Think Think ThinkCentre Think

Machine Types: 3120, 3122, 3126, and 3128

Note: Before using this information and the product it supports, be sure to read and understand the *ThinkCentre Safety and Warranty Guide* and Appendix A “Notices” on page 79.

Second Edition (December 2011)

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Important safety information

CAUTION:

Before using this manual, be sure to read and understand all the related safety information for this product. Refer to the *ThinkCentre Safety and Warranty Guide* that you received with this product for the latest safety information. Reading and understanding this safety information reduces the risk of personal injury and or damage to your product.

If you no longer have a copy of the *ThinkCentre Safety and Warranty Guide*, you can obtain a Portable Document Format (PDF) version from the Lenovo® Support Web site at:

<http://www.lenovo.com/support>

Chapter 1. Product overview

This chapter provides information about the computer features, specifications, software programs provided by Lenovo, and locations of connectors, components, parts on the system board, and internal drives.

This chapter contains the following topics:

- “Features” on page 1: This section provides information about the computer features.
- “Specifications” on page 4: This section lists the physical specifications for your computer.
- “Software overview” on page 4: This section provides information about the software programs provided with your computer.
- “Locations” on page 6: This section provides information to help you locate your computer connectors, components, parts on the system board, and internal drives.

Features

This section provides information about the computer features.

System information

The following information covers a variety of models. For information about your specific model, use the Setup Utility program. See Chapter 4 “Using the Setup Utility program” on page 61.

Microprocessor

Your computer comes with one of the following microprocessors (internal cache size varies by model type):

- AMD® Athlon™ II microprocessor
- AMD Phenom™ II microprocessor
- AMD Sempron™ microprocessor

Memory module(s)

Your computer supports up to four double data rate 3 dual inline memory modules (DDR3 DIMMs).

Internal drives

- Card reader (available in some models)
- Optical drive: DVD-ROM or DVD-R (optional)
- Serial Advanced Technology Attachment (SATA) hard disk drive

Video subsystem

- Integrated graphics card functioning through a Video Graphics Array (VGA) connector or a Digital Visual Interface (DVI) connector
- Peripheral Component Interconnect (PCI) Express x16 graphics card slot on the system board for a discrete graphics card

Audio subsystem

- Integrated high-definition (HD) audio
- Headphone connector and microphone connector on the front panel

- Audio line-in connector, audio line-out connector, and microphone connector on the rear panel
- Internal speaker (available in some models)

Connectivity

10/100/1000 Mbps integrated Ethernet controller

System management features

- Ability to store the power-on self-test (POST) hardware test results
- Advanced Configuration and Power Interface (ACPI)
- Automatic power-on startup
- Desktop Management Interface (DMI)
- Preboot Execution Environment (PXE)
- System Management (SM) Basic Input/Output System (BIOS) and SM software
- Wake on LAN (WOL)
- Windows Management Instrumentation (WMI) (WMI is the infrastructure for management data and operations on Windows operating systems.)

Input/Output (I/O) features

- 9-pin serial port (one standard and one optional)
- 25-pin parallel port (optional through your PCI card in some models)
- Ethernet connector
- PS/2 keyboard connector
- PS/2 mouse connector
- Six Universal Serial Bus (USB) 2.0 connectors (two on the front panel and four on the rear panel; there might also be two optional USB connectors on the rear panel)
- Two audio connectors on the front panel (headphone connector and microphone connector)
- Three audio connectors on the rear panel (audio line-in connector, audio line-out connector, and microphone connector)
- VGA monitor connector and DVI monitor connector

For more information, refer to “Locating connectors, controls, and indicators on the front of your computer” on page 7 and “Locating connectors and parts on the rear of your computer” on page 7.

Expansion

- One hard disk drive bay
- One optical drive bay
- One slim card reader drive bay
- One PCI card slot
- One PCI Express x16 graphics card slot
- Two PCI Express x1 card slots

Power supply

Your computer comes with the 240-watt automatic voltage-sensing power supply.

Security features

- A power-on password and an administrator password to deter unauthorized use of your computer
- Computrace
- Cover presence switch (also called intrusion switch) (available in some models)
- Enabling or disabling SATA devices
- Enabling or disabling the serial port
- Enabling or disabling USB connectors
- Keyboard with fingerprint reader (shipped with some models)
- Startup sequence control
- Startup without keyboard or mouse
- Support for the addition of an integrated cable lock (Kensington lock. See “Integrated cable lock” on page 53 for more information.)

Preinstalled software programs

Your computer is preinstalled with some software programs to help you work more easily and securely. For more information, see “Software overview” on page 4.

Preinstalled operating system

Your computer is preinstalled with the Microsoft® Windows® 7 operating system.

Operating system(s), certified or tested for compatibility¹ (varies by model type)

- Linux®

1. The operating system(s) listed here are being certified or tested for compatibility at the time this publication goes to press. Additional operating systems might be identified by Lenovo as compatible with your computer following the publication of this manual. This list is subject to change. To determine if an operating system has been certified or tested for compatibility, check the Web site of the operating system vendor.

Specifications

This section lists the physical specifications for your computer.

Dimensions

Width: 334 mm (13.15 inches)

Height: 97 mm (3.8 inches)

Depth: 369 mm (14.53 inches)

Weight

Maximum configuration as shipped: 7.5 kg (16.53 lb)

Environment

- Air temperature:

Operating: 10°C to 35°C (50°F to 95°F)

Non-operating: -40°C to 60°C (-40°F to 140°F)

Non-operating: -10°C to 60°C (14°F to 140°F) (without package)

- Humidity:

Operating: 20% to 80% (non-condensing)

Non-operating: 20% to 90% (non-condensing)

- Altitude:

Operating: -50 to 10 000 ft (-15.2 to 3 048 m)

Non-operating: -50 to 35 000 ft (-15.2 to 10 668 m)

Electrical input

- Input voltage:

- Low range:

Minimum: 100 V ac

Maximum: 127 V ac

Input frequency range: 50 to 60 Hz

- High range:

Minimum: 200 V ac

Maximum: 240 V ac

Input frequency range: 50 to 60 Hz

Software overview

The computer comes with a preinstalled operating system and several software programs provided by Lenovo.

Software provided with your Windows operating system

This section provides information about the software provided with your Windows operating system.

Software provided by Lenovo

The following software programs are provided by Lenovo to help you improve productivity and reduce the cost associated with maintaining your computer. Software programs provided with your computer might vary depending on your model type and preinstalled operating system.

Lenovo ThinkVantage Tools

The Lenovo ThinkVantage® Tools program guides you to a host of information sources and provides easy access to various tools to help you work more easily and securely. For more information, see “Lenovo ThinkVantage Tools” on page 75.

Lenovo Welcome

The Lenovo Welcome program introduces some innovative built-in features of Lenovo to you and guides you through some important setup tasks to help you make the most of your computer.

Product Recovery

The Product Recovery program enables you to restore the contents of the hard disk drive to the factory default settings.

ThinkVantage Rescue and Recovery

The ThinkVantage Rescue and Recovery® program is a one button recovery and restore solution that includes a set of self-recovery tools to help you diagnose computer problems, get help, and recover from system crashes, even if you cannot start the Windows operating system.

Note: If the **Enhanced Backup and Restore** icon in the Lenovo ThinkVantage Tools program is dimmed, it indicates that you need to install the Rescue and Recovery program manually before enabling its features. To install the Rescue and Recovery program, do the following:

1. Click **Start → All Programs → Lenovo ThinkVantage Tools**, and double-click **Enhanced Backup and Restore**.
2. Follow the instructions on the screen.
3. When the installation process completes, the **Enhanced Backup and Restore** icon is activated.

Password Manager

The Password Manager program automatically captures and fills in authentication information for Windows applications and Web sites.

Note: If the **Password Vault** icon in the Lenovo ThinkVantage Tools program is dimmed, it indicates that you need to install the Password Manager program manually before enabling its features. To install the Password Manager program, do the following:

1. Click **Start → All Programs → Lenovo ThinkVantage Tools**, and double-click **Password Vault**.
2. Follow the instructions on the screen.
3. When the installation process completes, the **Password Vault** icon is activated.

Power Manager

The Power Manager program provides convenient, flexible, and complete power management for your ThinkCentre® computer. By using the Power Manager program, you can adjust your power settings to achieve the best balance between system performance and power saving.

ThinkVantage System Update

The ThinkVantage System Update program helps you keep the software on your computer up-to-date by downloading and installing software packages (ThinkVantage applications, device drivers, BIOS updates, and other third party applications).

Fingerprint Software

The integrated fingerprint reader provided on some keyboards works with the Fingerprint Software program to enable you to enroll your fingerprint and associate it with your Windows password. As a result, fingerprint authentication can replace your password and enable simple and secure user access. A fingerprint reader keyboard is available with certain computers or can be purchased for computers that support this option.

Lenovo Solution Center

Note: Depending on the date when your computer was manufactured, your computer is preinstalled with either the Lenovo Solution Center program or the Lenovo ThinkVantage Toolbox program for diagnostic purposes. For additional information about the Lenovo ThinkVantage Toolbox program, see “Lenovo ThinkVantage Toolbox” on page 6.

The Lenovo Solution Center program enables you to troubleshoot and resolve computer problems. It combines diagnostic tests, system information collection, security status, and support information, along with hints and tips for maximum system performance. See “Lenovo Solution Center” on page 70 for detailed information.

Lenovo ThinkVantage Toolbox

Note: Depending on the date when your computer was manufactured, your computer is preinstalled with either the Lenovo Solution Center program or the Lenovo ThinkVantage Toolbox program for diagnostic purposes. For additional information about the Lenovo Solution Center program, see “Lenovo Solution Center” on page 70.

The Lenovo ThinkVantage Toolbox program helps you maintain your computer, improve computing security, diagnose computer problems, get familiar with the innovative technologies provided by Lenovo, and get more information about your computer. For more information, see “Lenovo ThinkVantage Toolbox” on page 71.

Adobe Reader

The Adobe Reader program is a tool used to view, print, and search PDF documents.

See “Online Books folder” on page 75 for more information about accessing and viewing the publications.

Antivirus software

Your computer comes with antivirus software that you can use to detect and eliminate viruses. Lenovo provides a full version of antivirus software on your computer with a free 30-day subscription. After 30 days, you must renew the license to continue receiving the antivirus software updates.

For more information about how to use your antivirus software, refer to the help system of your antivirus software.

Locations

This section provides information to help you locate your computer connectors, components, parts on the system board, and internal drives.

Note: The components in your computer might look slightly different from the illustrations.

Locating connectors, controls, and indicators on the front of your computer

Figure 1 “Front connector, control, and indicator locations” on page 7 shows the locations of the connectors, controls, and indicators on the front of your computer.

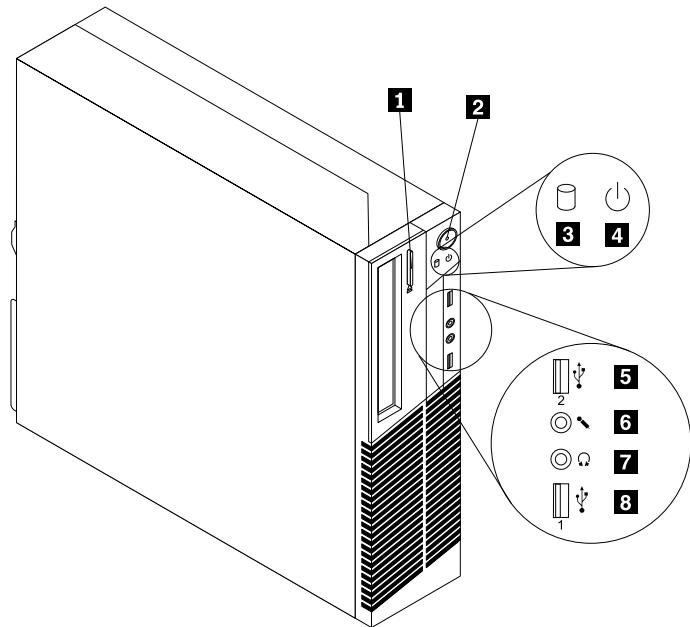


Figure 1. Front connector, control, and indicator locations

1 Optical drive eject/close button	5 USB connector (USB port 2)
2 Power switch	6 Microphone connector
3 Hard disk drive activity indicator	7 Headphone connector
4 Power indicator	8 USB connector (USB port 1)

Locating connectors and parts on the rear of your computer

Figure 2 “Rear connector and part locations” on page 8 shows the locations of the connectors and parts on the rear of your computer. Some connectors on the rear of your computer are color-coded to help you determine where to connect the cables on your computer.

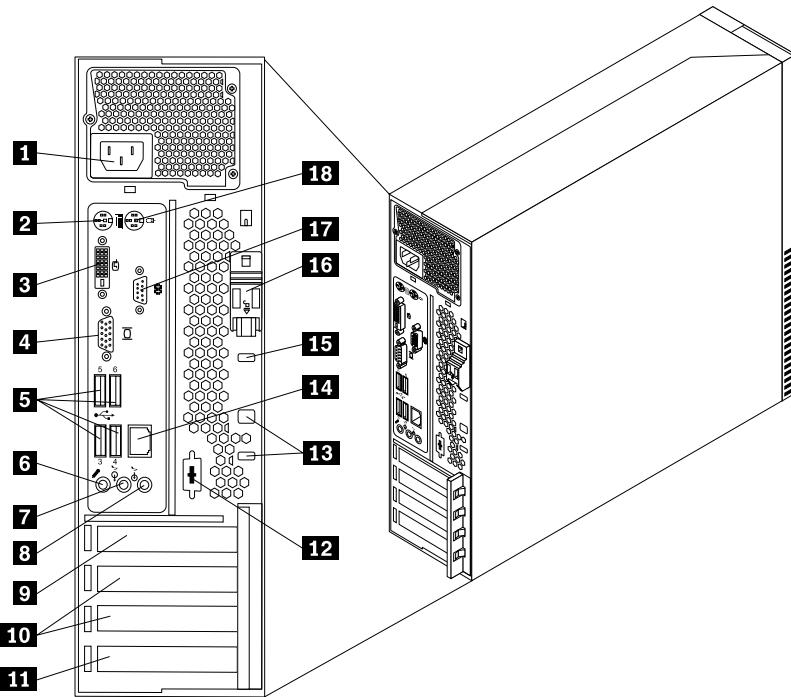


Figure 2. Rear connector and part locations

1 Power cord connector	10 PCI Express x1 card slots (2)
2 PS/2 keyboard connector	11 PCI card slot
3 DVI monitor connector	12 Optional serial port
4 VGA monitor connector	13 Cable lock slots (2)
5 USB connectors (USB ports 3 to 6)	14 Ethernet connector Serial port
6 Microphone connector	15 Integrated cable lock (Kingston lock) slot
7 Audio line-out connector	16 Cover-release button
8 Audio line-in connector	17 Serial port
9 PCI Express x16 graphics card slot	18 PS/2 mouse connector

Connector	Description
Audio line-in connector	Used to receive audio signals from an external audio device, such as a stereo system. When you attach an external audio device, a cable is connected between the audio line-out connector of the device and the audio line-in connector of the computer.
Audio line-out connector	Used to send audio signals from the computer to external devices, such as powered stereo speakers (speakers with built-in amplifiers), headphones, multimedia keyboards, the audio line-in connector on a stereo system, or other external recording devices.
DVI monitor connector	Used to attach a DVI monitor or other devices that use a DVI monitor connector.
Ethernet connector	Used to attach an Ethernet cable for a local area network (LAN). Note: To operate the computer within FCC Class B limits, use a Category 5 Ethernet cable.

Connector	Description
Microphone connector	Used to attach a microphone to your computer when you want to record sound or if you use speech-recognition software.
PS/2 keyboard connector	Used to attach a keyboard that uses a PS/2 keyboard connector.
PS/2 mouse connector	Used to attach a mouse, a trackball, or other pointing devices that use a PS/2 mouse connector.
Serial port	Used to attach an external modem, a serial printer, or other devices that use a 9-pin serial port.
USB connector	Used to attach a device that uses a USB connector, such as a USB keyboard, a USB mouse, a USB scanner, or a USB printer. If the USB connectors on your computer are not enough for you to connect all your USB devices, you can purchase a USB hub, which you can use to connect additional USB devices.
VGA monitor connector	Used to attach a VGA monitor or other devices that use a VGA monitor connector.

Locating components

Figure 3 “Component locations” on page 10 shows the locations of the various components in your computer. To open the computer cover, see “Opening the computer cover” on page 14.

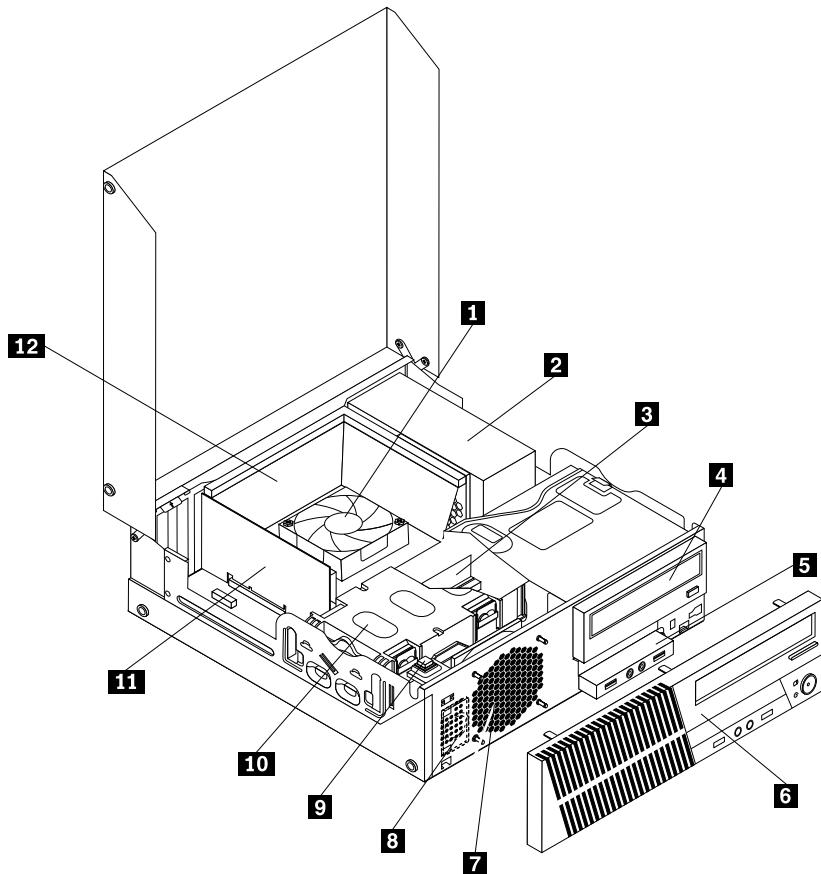


Figure 3. Component locations

1 Heat sink and fan assembly	7 System fan assembly
2 Power supply assembly	8 Internal speaker (installed in some models)
3 Memory module	9 Cover presence switch (Intrusion switch)
4 Optical drive	10 Hard disk drive
5 Front audio and USB assembly	11 PCI card (installed in some models)
6 Front bezel	12 Heat sink fan duct

Locating parts on the system board

Figure 4 “System board part locations” on page 11 shows the locations of the parts on the system board.

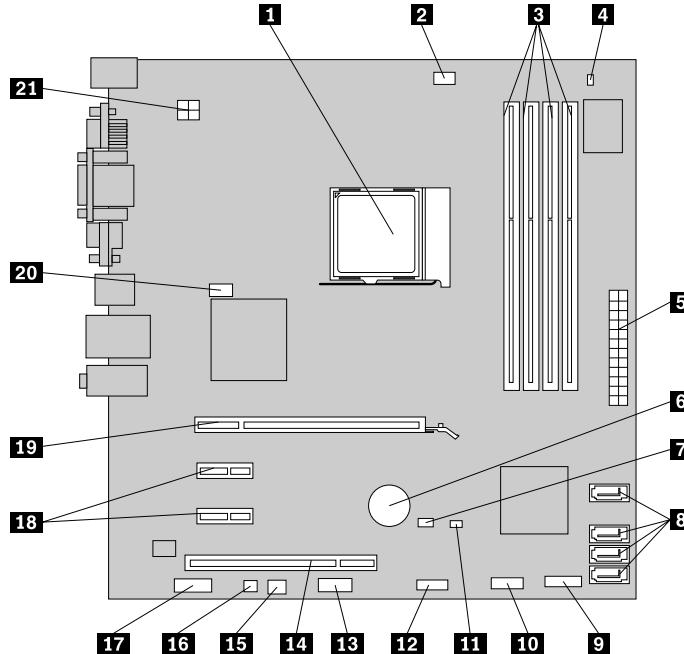


Figure 4. System board part locations

1 Microprocessor	11 Cover presence switch connector (also called intrusion switch connector)
2 Microprocessor fan connector	12 Front USB connector
3 Memory slots (4)	13 Serial (COM 2) connector
4 Thermal sensor connector	14 PCI card slot
5 24-pin power connector	15 Power fan connector
6 Battery	16 Internal speaker connector
7 Clear CMOS (Complementary Metal Oxide Semiconductor) /Recovery jumper	17 Front audio connector
8 SATA connectors (4)	18 PCI Express x1 card slots (2)
9 Front panel connector	19 PCI Express x16 graphics card slot
10 Front USB connector	20 System fan connector
	21 4-pin power connector

Locating internal drives

Internal drives are devices that your computer uses to read and store data. You can add drives to your computer to increase storage capacity and enable your computer to read other types of media. Internal drives are installed in bays. In this manual, the bays are referred to as bay 1, bay 2, and so on. Your computer comes with the following factory-installed drives:

- An optical drive in bay 1
- A 3.5-inch hard disk drive in bay 3

When installing or replacing an internal drive, it is important to note the type and size of the drive that you can install or replace in each bay and correctly connect the cables to the drive installed. Refer to the

appropriate section in “Installing or replacing hardware” on page 13 for instructions on how to install or replace internal drives for your computer.

Figure 5 “Drive bay locations” on page 12 shows the locations of the drive bays.

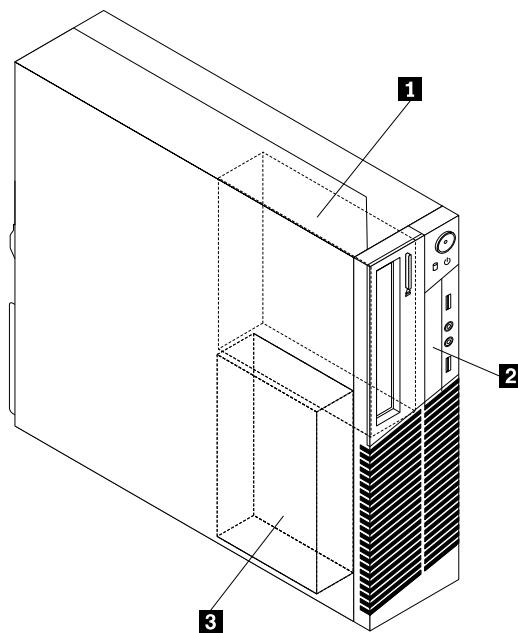


Figure 5. Drive bay locations

- 1** Bay 1 - Optical drive bay (with an optical drive installed)
- 2** Bay 2 - Card reader drive bay
- 3** Bay 3 - SATA hard disk drive bay (with a 3.5-inch hard disk drive installed)

Chapter 2. Installing or replacing hardware

This chapter provides instructions on how to install or replace hardware for your computer.

This chapter contains the following topics:

- “Handling static-sensitive devices” on page 13
- “Installing or replacing hardware” on page 13
- “Obtaining device drivers” on page 53
- “Basic security features” on page 53

Handling static-sensitive devices

Do not open the static-protective package containing the new part until the defective part has been removed from the computer and you are ready to install the new part. Static electricity, although harmless to you, can seriously damage computer components and parts.

When you handle computer parts and components, take these precautions to avoid static-electricity damage:

- Limit your movement. Movement can cause static electricity to build up around you.
- Always carefully handle the parts and other computer components. Handle PCI cards, memory modules, system boards, and microprocessors by the edges. Never touch exposed circuitry.
- Prevent others from touching the parts and other computer components.
- Before you replace a new part, touch the static-protective package containing the new part to a metal expansion-slot cover or other unpainted metal surface on the computer for at least two seconds. This reduces static electricity from the package and your body.
- Remove the new part from the static-protective package and directly install it in the computer without placing it on any other surface. If it is hard for you to do this in your specific situation, place the static-protective package of the new part on a smooth, level surface, and then place the new part on the static-protective package.
- Do not place the part on the computer cover or other metal surface.

Installing or replacing hardware

This section provides instructions on how to install or replace hardware for your computer. You can expand the capabilities of your computer and maintain your computer by installing or replacing hardware.

Attention:

Do not open your computer or attempt any repair before reading and understanding the “Important safety information” in the *ThinkCentre Safety and Warranty Guide* that came with your computer. To obtain a copy of the *ThinkCentre Safety and Warranty Guide*, go to:
<http://www.lenovo.com/support>

Notes:

1. Use only computer parts provided by Lenovo.
2. When installing or replacing an option, use the appropriate instructions in this section along with the instructions that come with the option.

Installing external options

You can connect external options to your computer, such as external speakers, a printer, or a scanner. For some external options, you must install additional software in addition to making the physical connection. When installing an external option, see “Locating connectors, controls, and indicators on the front of your computer” on page 7 and “Locating connectors and parts on the rear of your computer” on page 7 to identify the required connector. Then, use the instructions that come with the option to help you make the connection and install any software or device drivers that are required for the option.

Opening the computer cover

Attention:

Do not open your computer or attempt any repair before reading and understanding the “Important safety information” in the *ThinkCentre Safety and Warranty Guide* that came with your computer. To obtain a copy of the *ThinkCentre Safety and Warranty Guide*, go to:
<http://www.lenovo.com/support>

This section provides instructions on how to open the computer cover.

CAUTION:



Turn off the computer and wait three to five minutes to let the computer cool before opening the computer cover.

To open the computer cover, do the following:

1. Remove any media from the drives and turn off all attached devices and the computer.
2. Disconnect all power cords from electrical outlets.
3. Disconnect the power cords, Input/Output cables, and any other cables that are connected to the computer. See “Locating connectors, controls, and indicators on the front of your computer” on page 7 and “Locating connectors and parts on the rear of your computer” on page 7.
4. Remove any locking device that secures the computer cover, such as an integrated cable lock. See “Integrated cable lock” on page 53.
5. Press the cover-release button on the back of the computer and pivot the computer cover upward.

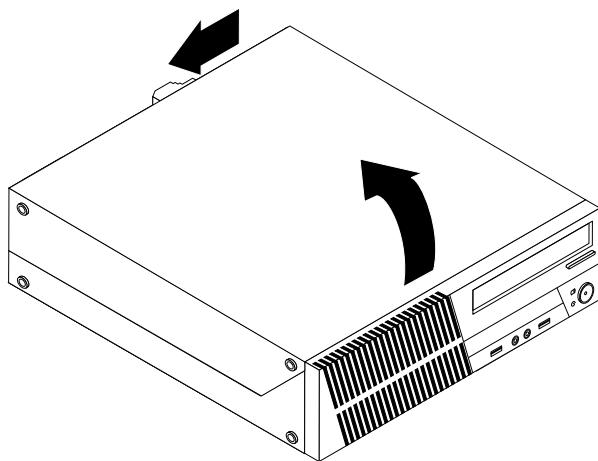


Figure 6. Opening the computer cover

Removing and reinstalling the front bezel

Attention:

Do not open your computer or attempt any repair before reading and understanding the “Important safety information” in the *ThinkCentre Safety and Warranty Guide* that came with your computer. To obtain a copy of the *ThinkCentre Safety and Warranty Guide*, go to:
<http://www.lenovo.com/support>

This section provides instructions on how to remove and reinstall the front bezel.

To remove and reinstall the front bezel, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Open the computer cover. See “Opening the computer cover” on page 14.
3. Remove the front bezel by releasing the three plastic tabs on the top of the front bezel and pivoting the front bezel outward to remove it from the computer.

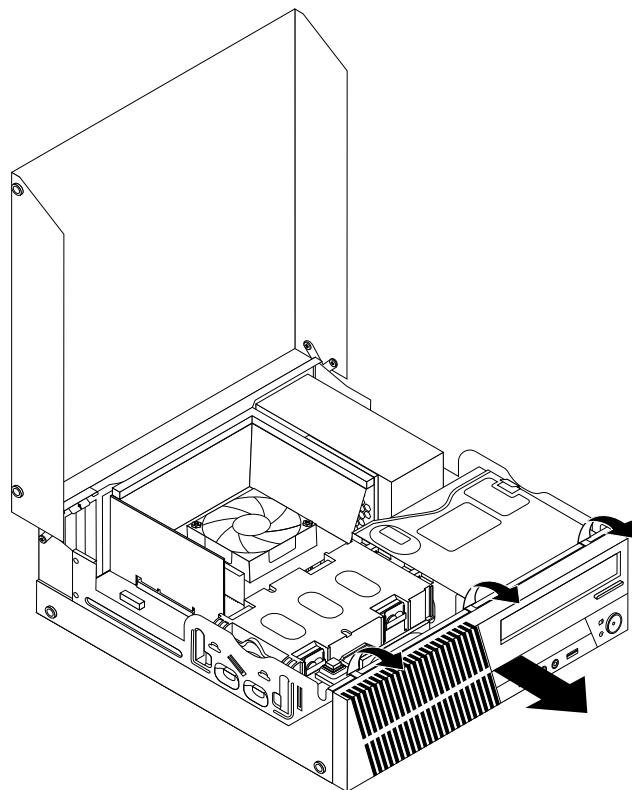


Figure 7. Removing the front bezel

4. To reinstall the front bezel, align the other three plastic tabs on the bottom of the front bezel with the corresponding holes in the chassis, then pivot the front bezel inward until it snaps into position.

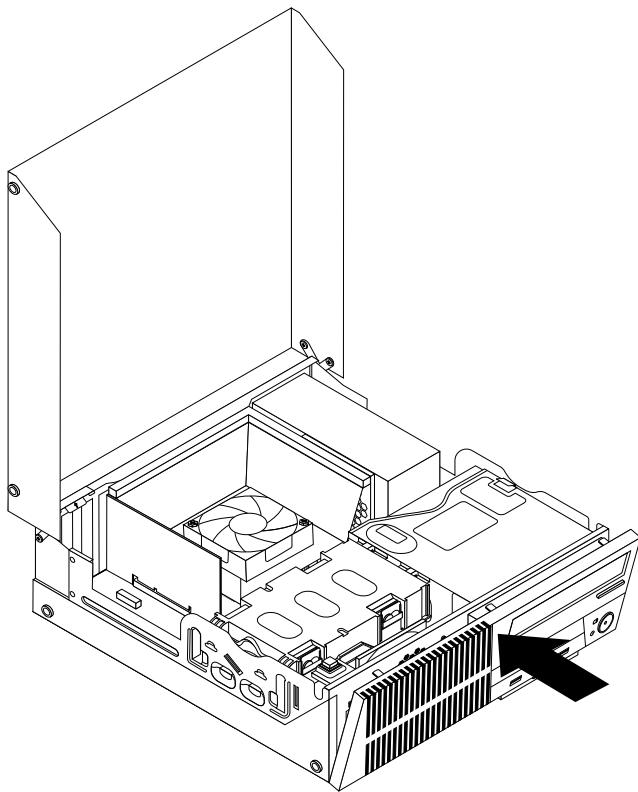


Figure 8. Reinstalling the front bezel

What to do next:

- To work with another piece of hardware, go to the appropriate section.
- To complete the installation or replacement, go to “Completing the parts replacement” on page 52.

Accessing the system board components and drives

Attention:

Do not open your computer or attempt any repair before reading and understanding the “Important safety information” in the *ThinkCentre Safety and Warranty Guide* that came with your computer. To obtain a copy of the *ThinkCentre Safety and Warranty Guide*, go to:
<http://www.lenovo.com/support>

This section provides instructions on how to access the system board components and drives.

To access the system board components and drives, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Open the computer cover. See “Opening the computer cover” on page 14.
3. Remove the front bezel. See “Removing and reinstalling the front bezel” on page 15.
4. Remove the heat sink fan duct. See “Replacing the heat sink and fan assembly” on page 33.
5. Remove the hard disk drive. See “Replacing the hard disk drive” on page 27.

- Pivot the optical drive bay upward to access the system board components and the cables. See “Replacing the optical drive” on page 30.

Installing or replacing a memory module

Attention:

Do not open your computer or attempt any repair before reading and understanding the “Important safety information” in the *ThinkCentre Safety and Warranty Guide* that came with your computer. To obtain a copy of the *ThinkCentre Safety and Warranty Guide*, go to:
<http://www.lenovo.com/support>

This section provides instructions on how to install or replace a memory module.

Your computer has four slots for installing or replacing DDR3 DIMMs that provide up to a maximum of 16 GB system memory. When installing or replacing a memory module, use 1 GB, 2 GB, or 4 GB DDR3 DIMMs in any combination up to a maximum of 16 GB.

To install or replace a memory module, do the following:

- Turn off the computer and disconnect all power cords from electrical outlets.
- Open the computer cover. See “Opening the computer cover” on page 14.
- Remove the front bezel. See “Removing and reinstalling the front bezel” on page 15.
- Remove the heat sink fan duct. See “Replacing the heat sink and fan assembly” on page 33.
- Remove the hard disk drive. See “Replacing the hard disk drive” on page 27.
- Pivot the optical drive bay upward to gain access to the memory slots. See “Replacing the optical drive” on page 30.
- Locate the memory slots. See “Locating parts on the system board” on page 10.
- Remove any parts that might prevent access to the memory slots.
- Depending on whether you are installing or replacing a memory module, do one of the following:
 - If you are replacing an old memory module, open the retaining clips and gently pull the memory module out of the memory slot.

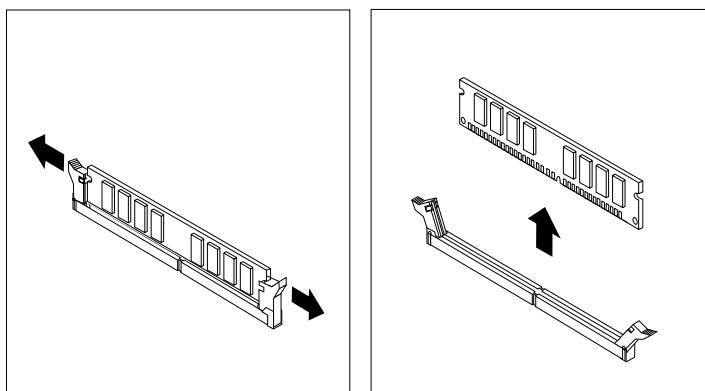


Figure 9. Removing a memory module

- If you are installing a memory module, open the retaining clips of the memory slot into which you want to install the memory module.

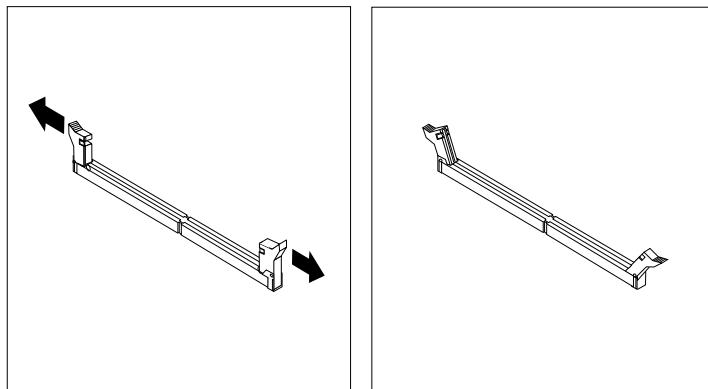


Figure 10. Opening the retaining clips

10. Position the new memory module over the memory slot. Make sure that the notch **1** on the memory module aligns correctly with the slot key **2** on the system board. Push the memory module straight down into the slot until the retaining clips close.

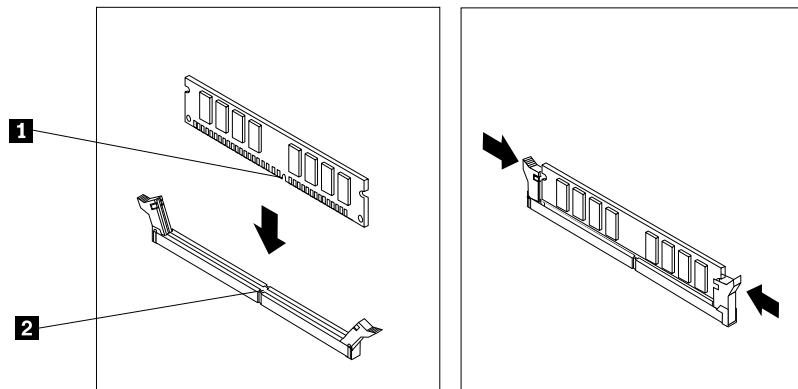


Figure 11. Installing a memory module

What to do next:

- To work with another piece of hardware, go to the appropriate section.
- To complete the installation or replacement, go to “Completing the parts replacement” on page 52.

Installing or replacing a PCI card

Attention:

Do not open your computer or attempt any repair before reading and understanding the “Important safety information” in the *ThinkCentre Safety and Warranty Guide* that came with your computer. To obtain a copy of the *ThinkCentre Safety and Warranty Guide*, go to:
<http://www.lenovo.com/support>

This section provides instructions on how to install or replace a PCI card. Your computer has two standard PCI card slots, one PCI Express x1 card slot, and one PCI Express x16 graphics card slot.

To install or replace a PCI card, do the following:

1. Turn off the computer and disconnect all power cords from electrical outlets.
2. Open the computer cover. See “Opening the computer cover” on page 14.
3. Rotate the PCI card retainer to the open position.
4. Depending on whether you are installing or replacing a PCI card, do one of the following:
 - If you are installing a PCI card, remove the appropriate metal slot cover.
 - If you are replacing an old PCI card, grasp the old card that is currently installed and gently pull it out of the slot.

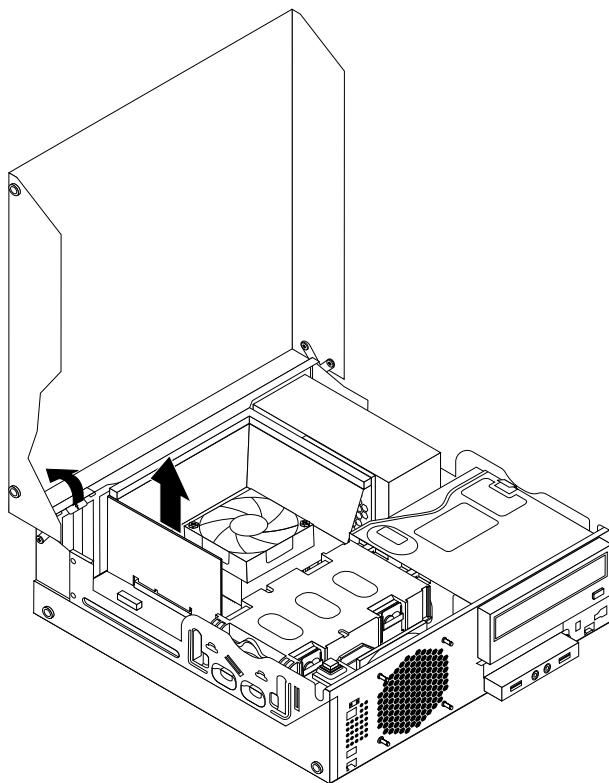
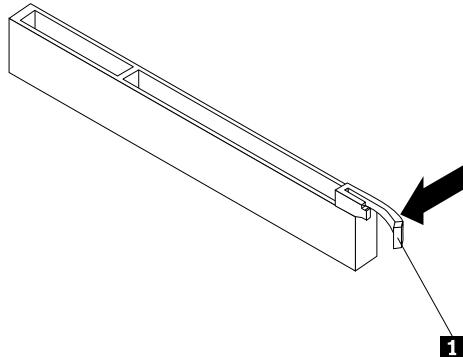


Figure 12. Removing a PCI card

Notes:

- a. The card fits tightly into the card slot. If necessary, alternate moving each side of the card a small amount until it is removed from the card slot.

b. If the card is held in place by a retaining latch, press the card retaining latch **1** as shown to disengage the latch. Grasp the card and gently pull it out of the slot.



5. Remove the new PCI card from its static-protective package.
6. Install the new card into the appropriate card slot on the system board and rotate the card retainer to the closed position. See “Locating parts on the system board” on page 10.

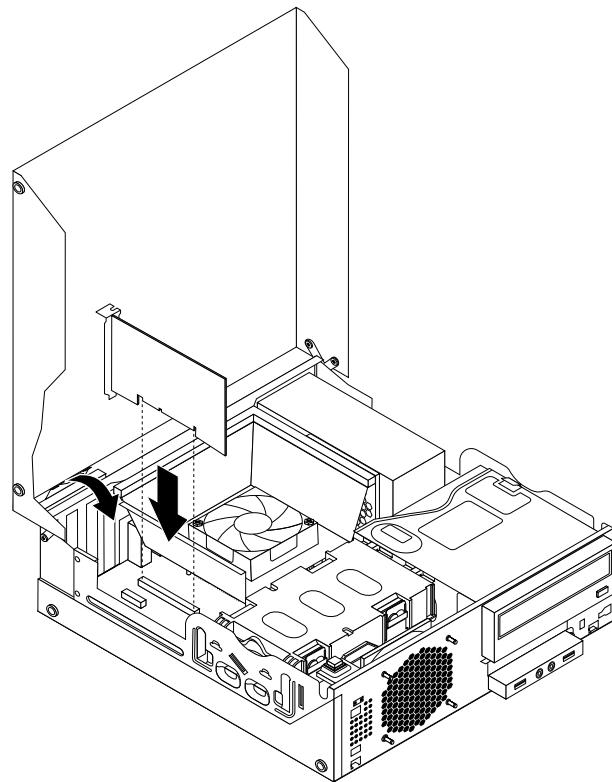


Figure 13. Installing the PCI card

What to do next:

- To work with another piece of hardware, go to the appropriate section.
- To complete the installation or replacement, go to “Completing the parts replacement” on page 52.

Installing or replacing the card reader

Attention:

Do not open your computer or attempt any repair before reading and understanding the “Important safety information” in the *ThinkCentre Safety and Warranty Guide* that came with your computer. To obtain a copy of the *ThinkCentre Safety and Warranty Guide*, go to:
<http://www.lenovo.com/support>

This section provides instructions on how to install or replace the card reader.

Note: The card reader is only available in some models. For new installation, see “Installing the card reader” on page 21. For replacement, see “Replacing the card reader” on page 24.

Installing the card reader

To install the card reader, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Open the computer cover. See “Opening the computer cover” on page 14.
3. Remove the front bezel. See “Removing and reinstalling the front bezel” on page 15.
4. Locate the card reader drive bay. See “Locating internal drives” on page 11.

Note: You might have to remove the metal cover of the card reader drive bay.

5. Install the new card reader into the card reader bracket. Then install the two screws to secure the card reader to the bracket.

6. Install the card reader bracket to the chassis. Then push the bracket to the left to align the screw hole in the bracket with the corresponding hole in the chassis.

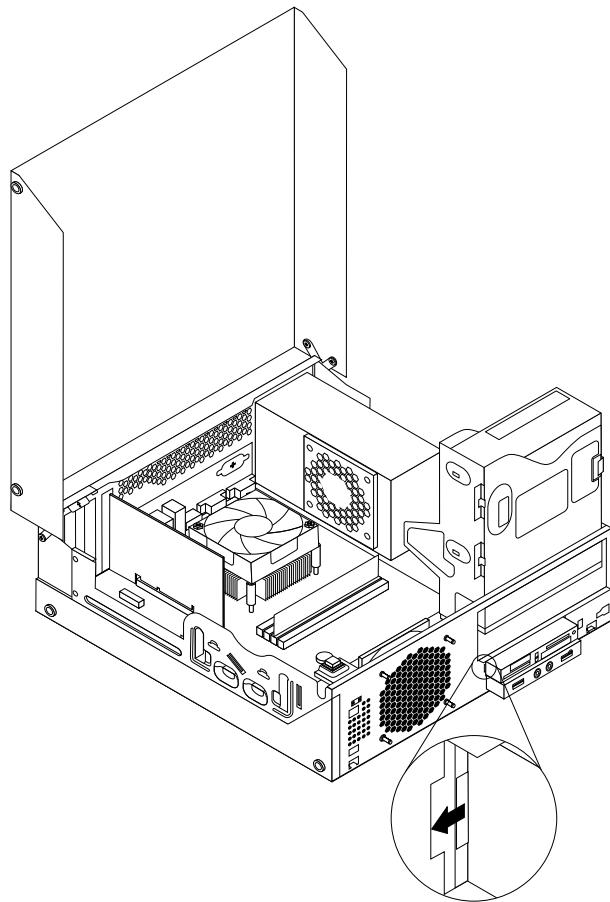


Figure 14. Installing the card reader

7. Install the screw to secure the card reader bracket to the chassis.

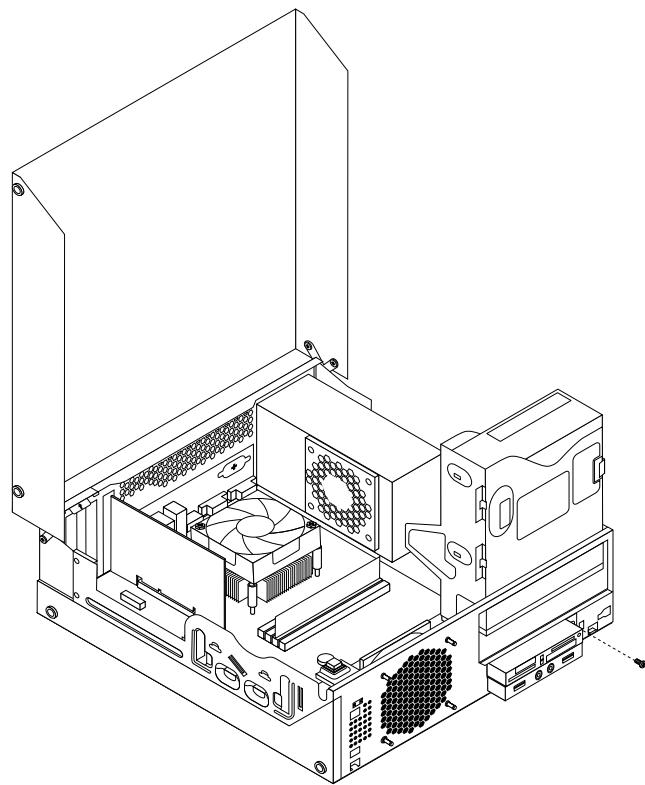


Figure 15. Installing the screw that secures the card reader

8. Pivot the optical drive bay upward and connect the card reader cable to one of the USB connectors on the system board. See “Locating parts on the system board” on page 10.
9. Reinstall the front bezel. See “Removing and reinstalling the front bezel” on page 15.

Note: You might have to remove the card reader cover **2** from the front bezel. To remove the card reader cover, pivot the two retaining clips **1** that secure the card reader cover outwards and then completely disengage the card reader cover from the front bezel.

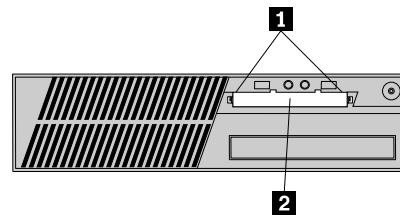


Figure 16. Removing the card reader cover

What to do next:

- To work with another piece of hardware, go to the appropriate section.
- To complete the installation or replacement, go to “Completing the parts replacement” on page 52.

Replacing the card reader

To replace the card reader, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Open the computer cover. See “Opening the computer cover” on page 14.
3. Remove the front bezel. See “Removing and reinstalling the front bezel” on page 15.
4. Locate the card reader drive bay. See “Locating internal drives” on page 11.
5. Pivot the optical drive bay upward and disconnect the card reader cable from the USB connector on the system board. See “Locating parts on the system board” on page 10.
6. Remove the screw that secures the card reader bracket. Then, remove the card reader bracket from the chassis.

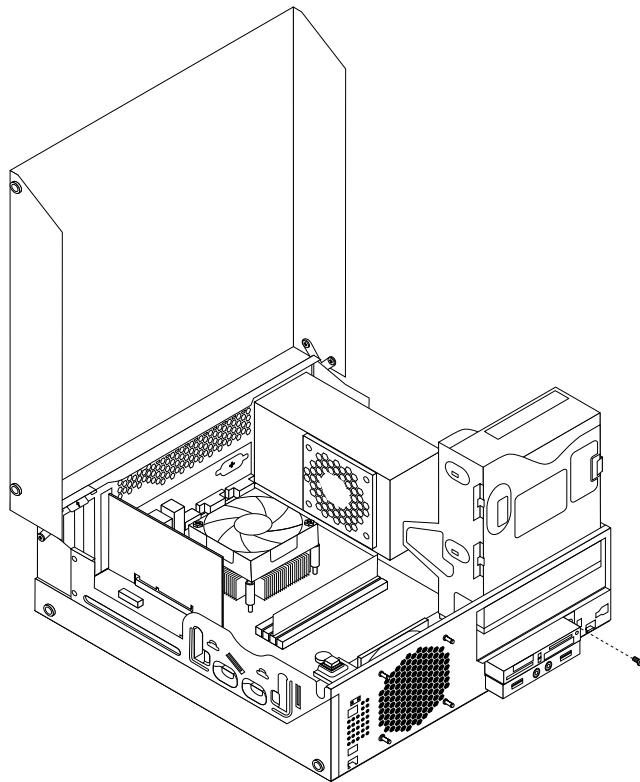


Figure 17. Removing the screw that secures the card reader

7. Remove the two screws that secure the card reader to its bracket. Then remove the failing card reader from the bracket.
8. Install a new card reader into the bracket and install the two screws to secure the card reader to the bracket.

9. Install the card reader bracket to the chassis. Then push the bracket to the left to align the screw hole in the bracket with the corresponding hole in the chassis.

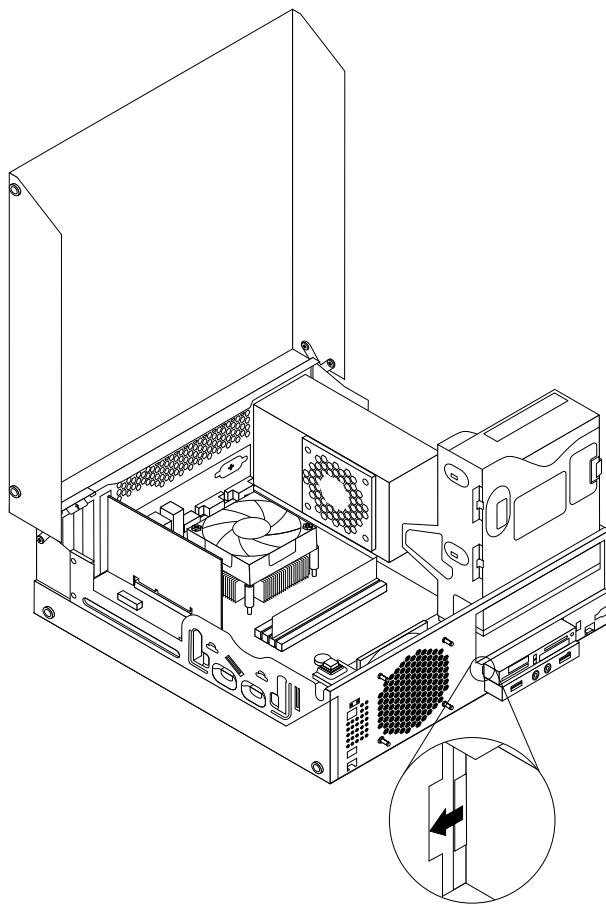


Figure 18. Installing the card reader

10. Install the screw to secure the card reader bracket to the chassis.

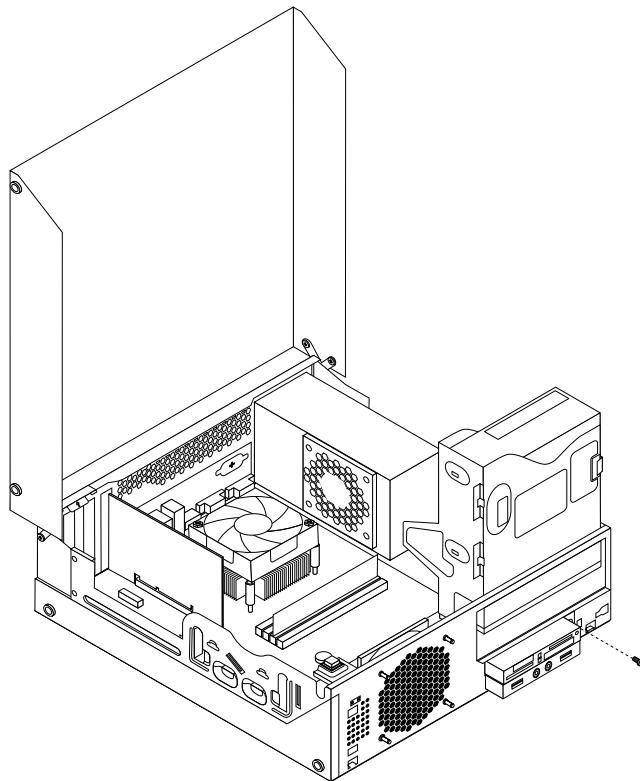


Figure 19. Installing the screw that secures the card reader

11. Pivot the optical drive bay upward and reconnect the card reader cable to one of the USB connectors on the system board. See “Locating parts on the system board” on page 10.
12. Reinstall the front bezel. See “Removing and reinstalling the front bezel” on page 15.

What to do next:

- To work with another piece of hardware, go to the appropriate section.
- To complete the installation or replacement, go to “Completing the parts replacement” on page 52.

Replacing the battery

Attention:

Do not open your computer or attempt any repair before reading and understanding the “Important safety information” in the *ThinkCentre Safety and Warranty Guide* that came with your computer. To obtain a copy of the *ThinkCentre Safety and Warranty Guide*, go to:
<http://www.lenovo.com/support>

Your computer has a special type of memory that maintains the date, time, and settings for built-in features, such as parallel-port assignments (configuration). A battery keeps this information active when you turn off the computer.

The battery normally requires no charging or maintenance throughout its life; however, no battery lasts forever. If the battery fails, the date, time, and configuration information (including passwords) are lost. An error message is displayed when you turn on the computer.

Refer to the “Lithium battery notice” in the *ThinkCentre Safety and Warranty Guide* for information about replacing and disposing of the battery.

To replace the battery, do the following:

1. Turn off the computer and disconnect all power cords from electrical outlets.
2. Open the computer cover. See “Opening the computer cover” on page 14.
3. Locate the battery. See “Locating parts on the system board” on page 10.
4. Remove the old battery.

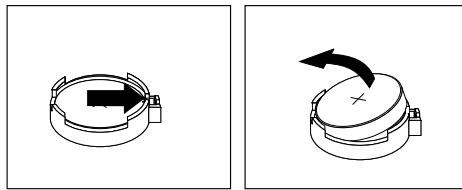


Figure 20. Removing the old battery

5. Install a new battery.

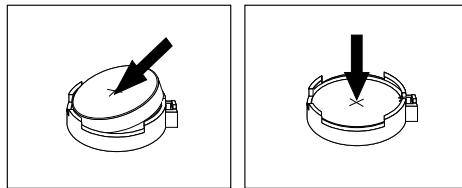


Figure 21. Installing a new battery

6. Close the computer cover and connect the cables. See “Completing the parts replacement” on page 52.

Note: When the computer is turned on for the first time after replacing the battery, an error message might be displayed. This is normal after replacing the battery.

7. Turn on the computer and all attached devices.
8. Use the Setup Utility program to set the date, time, and any passwords. See Chapter 4 “Using the Setup Utility program” on page 61.

What to do next:

- To work with another piece of hardware, go to the appropriate section.
- To complete the installation or replacement, go to “Completing the parts replacement” on page 52.

Replacing the hard disk drive

Attention:

Do not open your computer or attempt any repair before reading and understanding the “Important safety information” in the *ThinkCentre Safety and Warranty Guide* that came with your computer. To obtain a copy of the *ThinkCentre Safety and Warranty Guide*, go to:
<http://www.lenovo.com/support>

This section provides instructions on how to replace the hard disk drive.

To replace the hard disk drive, do the following:

1. Turn off the computer and disconnect all power cords from electrical outlets.
2. Open the computer cover. See “Opening the computer cover” on page 14.
3. Locate the hard disk drive. See “Locating components” on page 10.
4. Pull on the handle of the hard disk drive bracket as shown and then lift the hard disk drive bracket up from the optical drive bay.

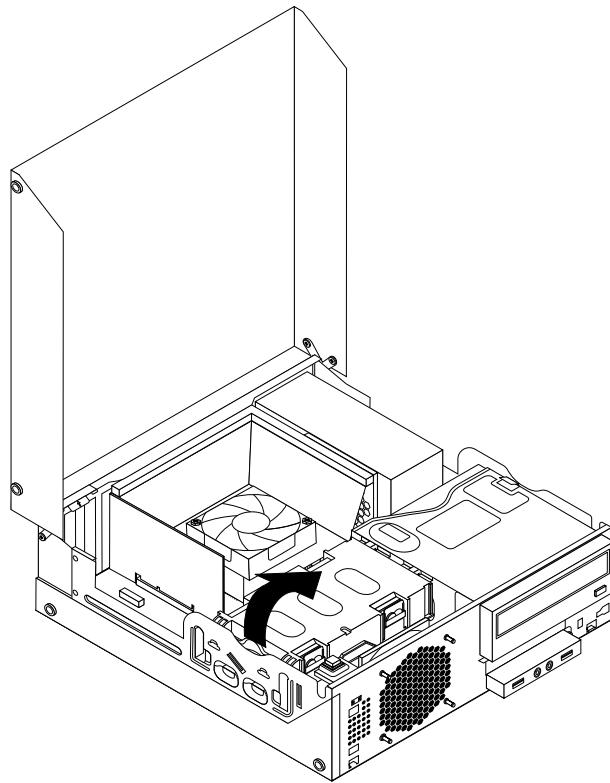


Figure 22. Removing the hard disk drive

5. Disconnect the signal cable and the power cable from the hard disk drive to completely remove the hard disk drive from the chassis.

6. Flex the retaining clips as shown to remove the hard disk drive from the bracket.

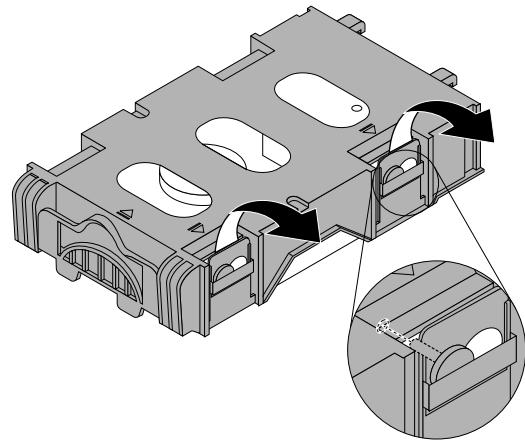
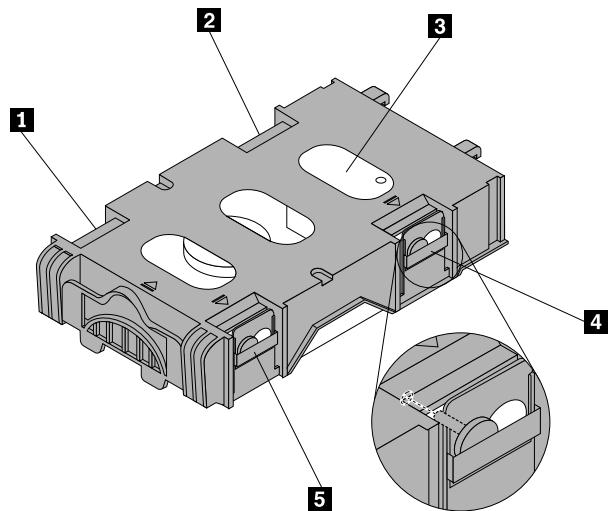


Figure 23. Removing the hard disk drive from the bracket

7. To install a new hard disk drive into the bracket, flex the bracket and align pin **1**, pin **2**, pin **4**, and pin **5** on the bracket with the corresponding holes in the hard disk drive.

Important: Do not touch the circuit board **3** on the bottom of the hard disk drive.



8. Connect the signal cable and the power cable to the new hard disk drive.

9. Insert the two retaining clips **1** of the hard disk drive bracket into the corresponding holes in the side of the optical drive bay, and then pivot the hard disk drive and bracket downwards until the hard disk drive bracket snaps into position.

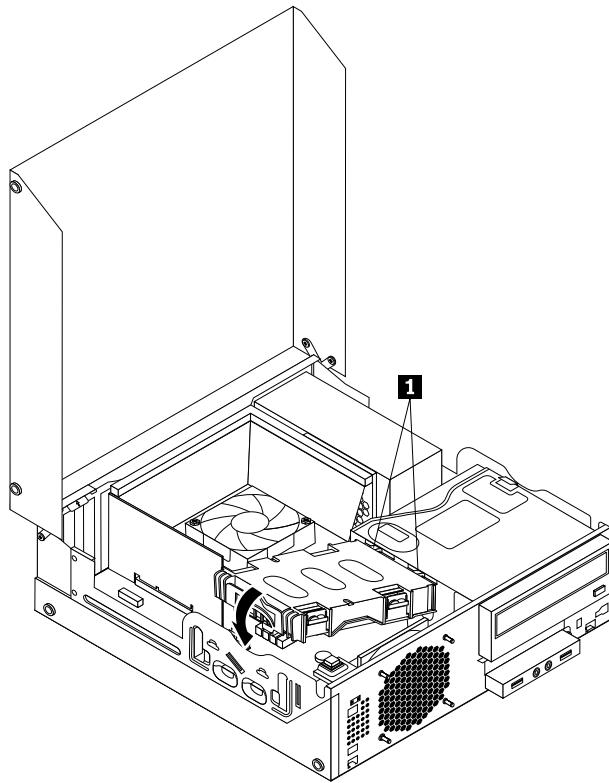


Figure 24. Installing the hard disk drive

What to do next:

- To work with another piece of hardware, go to the appropriate section.
- To complete the installation or replacement, go to “Completing the parts replacement” on page 52.

Replacing the optical drive

Attention:

Do not open your computer or attempt any repair before reading and understanding the “Important safety information” in the *ThinkCentre Safety and Warranty Guide* that came with your computer. To obtain a copy of the *ThinkCentre Safety and Warranty Guide*, go to:
<http://www.lenovo.com/support>

This section provides instructions on how to replace the optical drive.

To replace the optical drive, do the following:

1. Turn off the computer and disconnect all power cords from electrical outlets.
2. Open the computer cover. See “Opening the computer cover” on page 14.
3. Remove the front bezel. See “Removing and reinstalling the front bezel” on page 15.
4. Remove the hard disk drive. See “Replacing the hard disk drive” on page 27.

5. Press the blue retaining clip to pivot the optical drive bay upward.

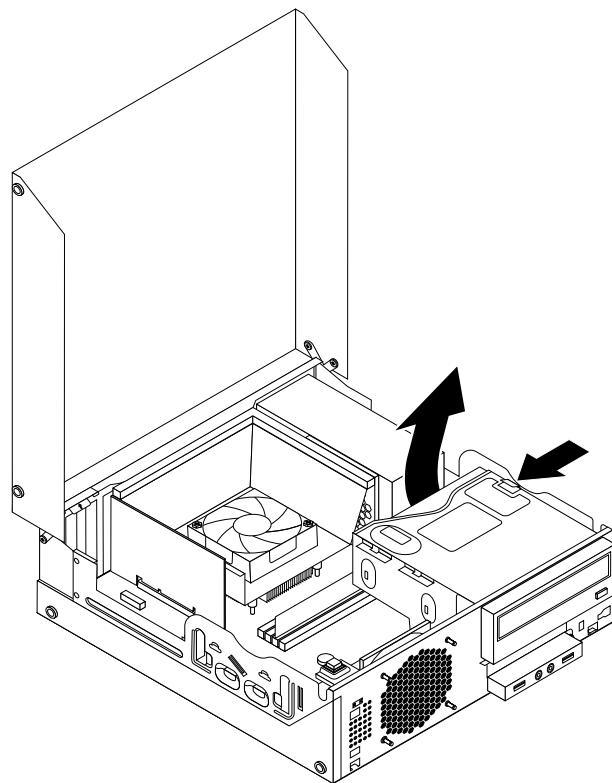


Figure 25. Pivoting the optical drive bay

6. Disconnect the signal cable and the power cable from the rear of the optical drive.

7. Press the optical drive lock **1** and slide the optical drive out of the rear of the drive bay assembly.

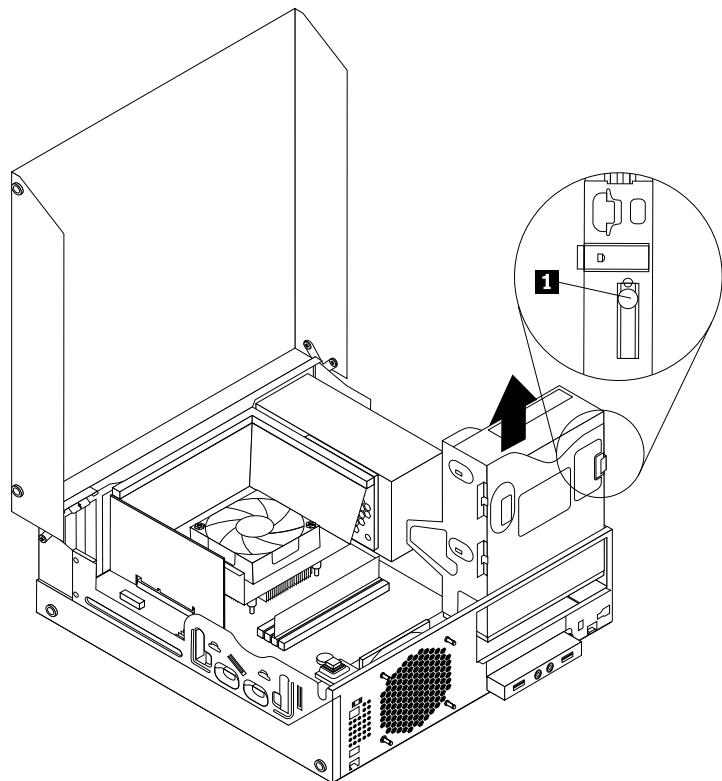


Figure 26. Removing the old optical drive

8. Install the optical drive retainer on the side of the new optical drive.

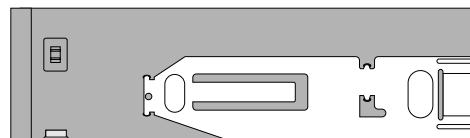


Figure 27. Installing the optical drive retainer

9. Slide the new optical drive into the drive bay until it snaps into position.

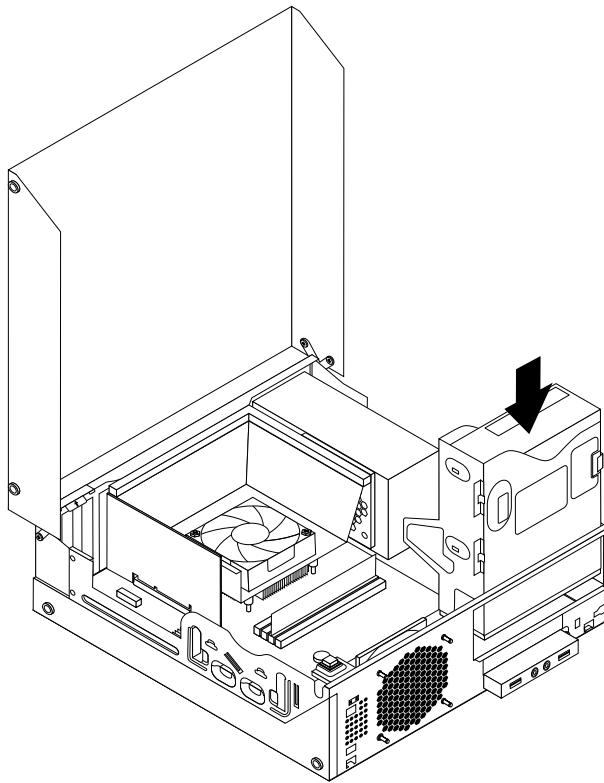


Figure 28. Installing a new optical drive

10. Connect the signal cable and the power cable to the rear of the optical drive.

What to do next:

- To work with another piece of hardware, go to the appropriate section.
- To complete the installation or replacement, go to “Completing the parts replacement” on page 52.

Replacing the heat sink and fan assembly

Attention:

Do not open your computer or attempt any repair before reading and understanding the “Important safety information” in the *ThinkCentre Safety and Warranty Guide* that came with your computer. To obtain a copy of the *ThinkCentre Safety and Warranty Guide*, go to:
<http://www.lenovo.com/support>

This section provides instructions on how to replace the heat sink and fan assembly.

CAUTION:



The heat sink and fan assembly might be very hot. Turn off the computer and wait three to five minutes to let the computer cool before removing the computer cover.

To replace the heat sink and fan assembly, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Open the computer cover. See “Opening the computer cover” on page 14.
3. Disconnect the heat sink and fan assembly cable from the microprocessor fan connector on the system board. See “Locating parts on the system board” on page 10.
4. Follow this sequence to remove the four screws that secure the heat sink and fan assembly to the system board:
 - a. Partially remove screw **1**, then fully remove screw **2**, and then fully remove screw **1**.
 - b. Partially remove screw **3**, then fully remove screw **4**, and then fully remove screw **3**.

Note: Carefully remove the four screws from the system board to avoid any possible damage to the system board. The four screws cannot be removed from the heat sink and fan assembly.

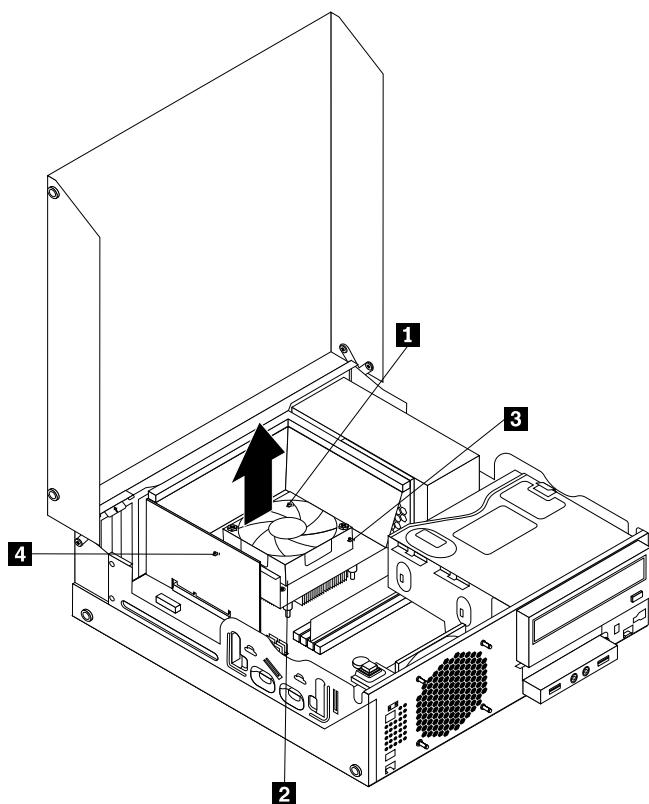


Figure 29. Screws that secure the heat sink and fan assembly

5. Lift the heat sink and fan assembly with the fan duct off the system board.

Notes:

- a. You might have to gently twist the heat sink and fan assembly to free it from the microprocessor.
- b. When handling the heat sink and fan assembly, do not touch the thermal grease on the bottom of the heat sink and fan assembly.

6. Remove the two screws that secure the heat sink fan duct. Then remove the heat sink fan duct from the failing heat sink and fan assembly.

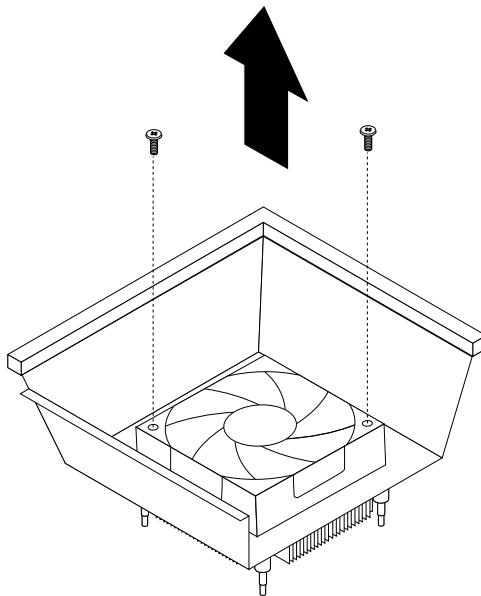


Figure 30. Removing the heat sink fan duct

7. Place the new heat sink and fan assembly on the system board so that the four screws are aligned with the corresponding holes in the system board. Make sure that you properly place the new heat sink and fan assembly so that you can easily connect the new heat sink and fan assembly cable to the microprocessor fan connector on the system board.
8. Follow this sequence to install the four screws to secure the new heat sink and fan assembly, as shown in Figure 29 “Screws that secure the heat sink and fan assembly” on page 34:
 - a. Partially tighten screw **1**, then fully tighten screw **2**, and then fully tighten screw **1**.
 - b. Partially tighten screw **3**, then fully tighten screw **4**, and then fully tighten screw **3**.
9. Connect the new heat sink and fan assembly cable to the microprocessor fan connector on the system board. See “Locating parts on the system board” on page 10.

10. Lower and position the heat sink fan duct on the top of the heat sink and fan assembly until the two screw holes in the heat sink fan duct are aligned with those in the heat sink and fan assembly. Install the two screws to secure the heat sink fan duct.

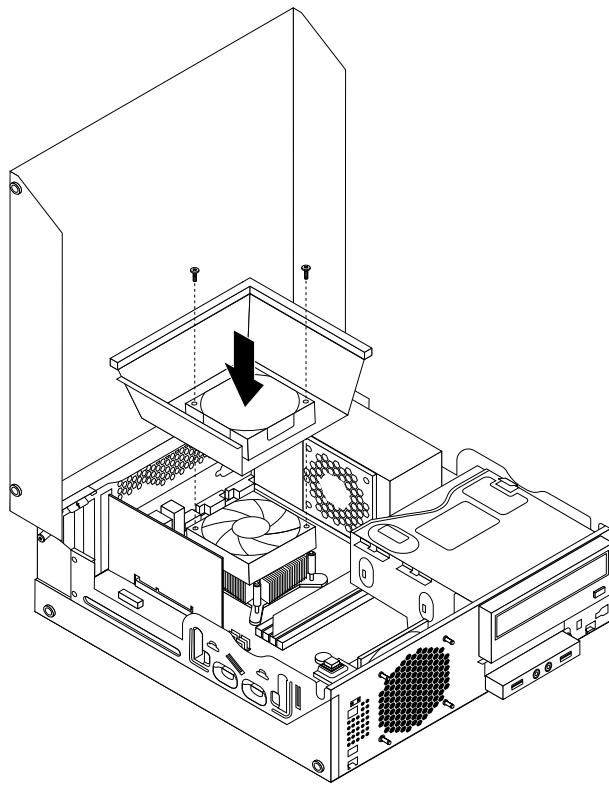


Figure 31. Installing the heat sink fan duct

What to do next:

- To work with another piece of hardware, go to the appropriate section.
- To complete the replacement, go to “Completing the parts replacement” on page 52.

Replacing the power supply assembly

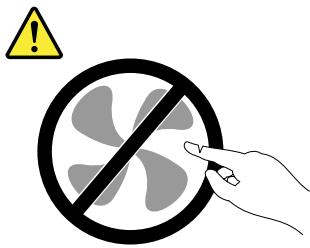
Attention:

Do not open your computer or attempt any repair before reading and understanding the “Important safety information” in the *ThinkCentre Safety and Warranty Guide* that came with your computer. To obtain a copy of the *ThinkCentre Safety and Warranty Guide*, go to:
<http://www.lenovo.com/support>

This section provides instructions on how to replace the power supply assembly.

Although there are no moving parts in your computer after the power cord has been disconnected, the following warnings are required for your safety and proper Underwriters Laboratories (UL) certification.

CAUTION:



Hazardous moving parts. Keep fingers and other body parts away.

CAUTION:

Never remove the cover on a power supply or any part that has the following label attached.



Hazardous voltage, current, and energy levels are present inside any component that has this label attached. There are no serviceable parts inside these components. If you suspect a problem with one of these parts, contact a service technician.

To replace the power supply assembly, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Open the computer cover. See “Opening the computer cover” on page 14.
3. Remove the front bezel. See “Removing and reinstalling the front bezel” on page 15.
4. Remove the hard disk drive. See “Replacing the hard disk drive” on page 27.

5. Remove the two screws that secure the heat sink fan duct, and then lift the heat sink fan duct out of the chassis.

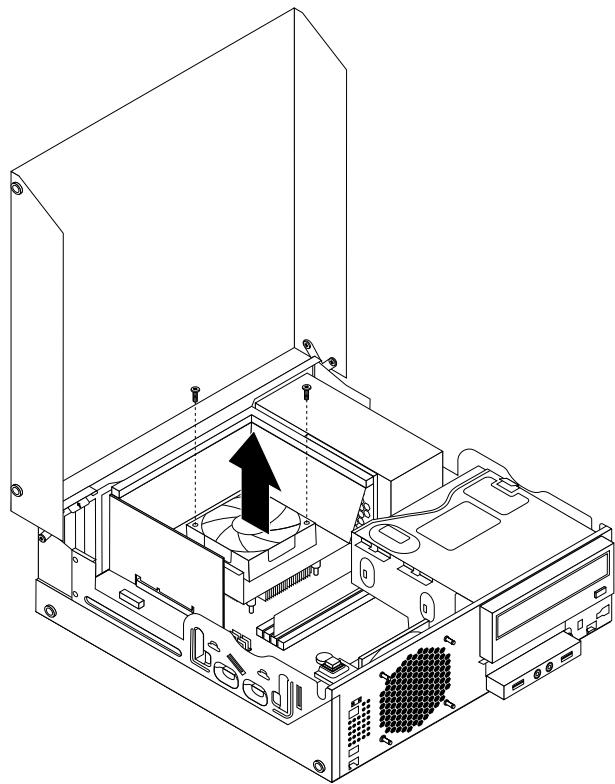


Figure 32. Removing the heat sink fan duct

6. Pivot the optical drive upward and disconnect the power supply assembly cables from all drives and from power connectors **1** and **2** on the system board.

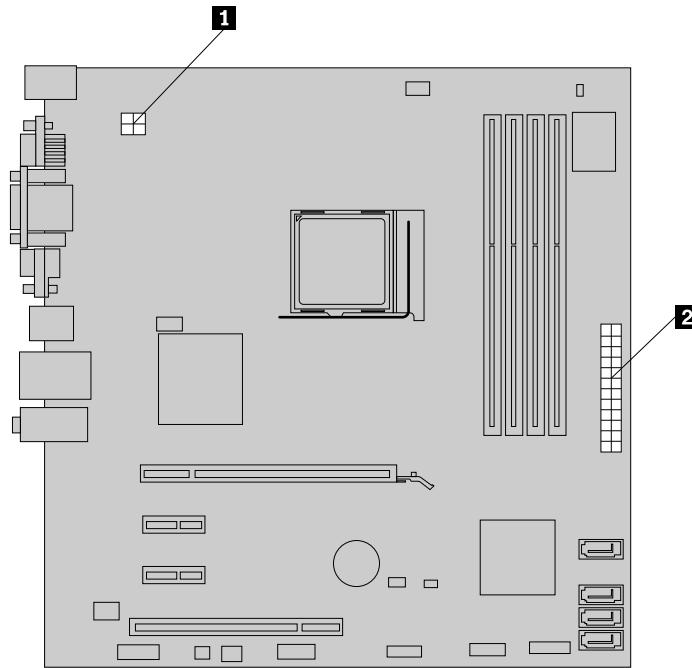


Figure 33. Power connectors on the system board

Note: You might also need to release the power supply assembly cables from some cable clips or ties that secure the cables to the chassis. Make sure that you note the cable routing before disconnecting the cables.

7. At the rear of the computer, remove the three screws that secure the power supply assembly. Press the power supply clip **1** downward to release the power supply assembly and then slide the power supply assembly to the front of the computer. Lift the power supply assembly out of the computer.

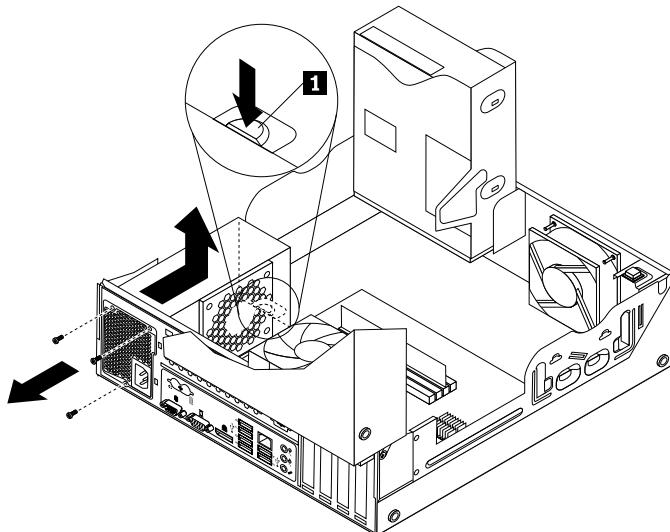


Figure 34. Removing the power supply assembly

8. Make sure that the new power supply assembly is the correct replacement.
9. Install the new power supply assembly into the chassis so that the screw holes in the new power supply assembly are aligned with the corresponding holes in the rear of the chassis. Then, install the three screws to secure the new power supply assembly in place.

Note: Use only screws provided by Lenovo.

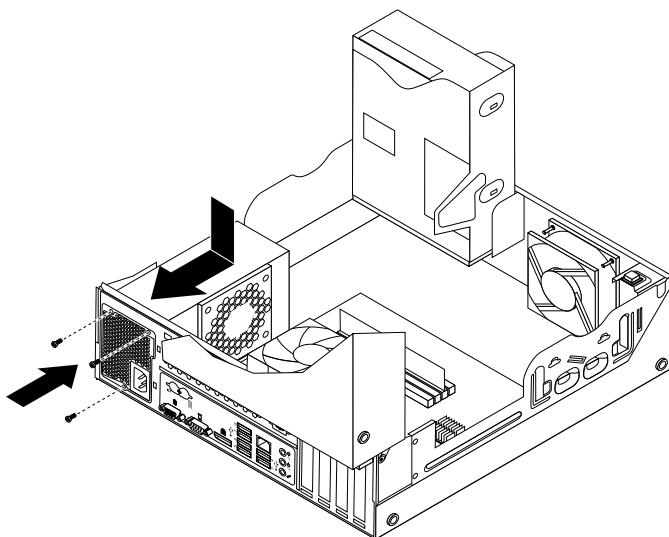


Figure 35. Installing the power supply assembly

10. Connect the new power supply assembly cables to all drives and the system board. See “Locating parts on the system board” on page 10.

11. Lower and position the heat sink fan duct on the top of the heat sink and fan assembly until the two screw holes in the heat sink fan duct are aligned with those in the heat sink and fan assembly. Install the two screws to secure the heat sink fan duct.

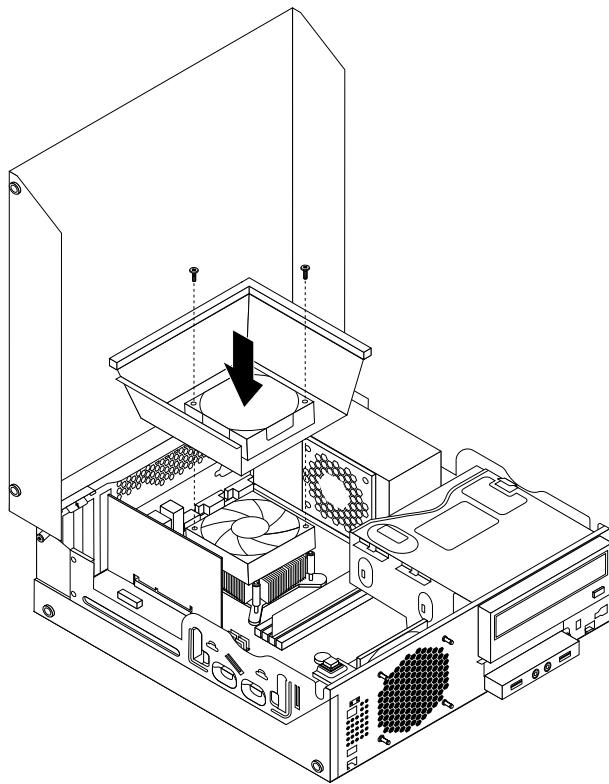


Figure 36. Installing the heat sink fan duct

What to do next:

- To work with another piece of hardware, go to the appropriate section.
- To complete the replacement, go to “Completing the parts replacement” on page 52.

Replacing the microprocessor

Attention:

Do not open your computer or attempt any repair before reading and understanding the “Important safety information” in the *ThinkCentre Safety and Warranty Guide* that came with your computer. To obtain a copy of the *ThinkCentre Safety and Warranty Guide*, go to:
<http://www.lenovo.com/support>

This section provides instructions on how to replace the microprocessor.

CAUTION:



The heat sink and microprocessor might be very hot. Turn off the computer and wait three to five minutes to let the computer cool before removing the computer cover.

To replace the microprocessor, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Open the computer cover. See “Opening the computer cover” on page 14.
3. Locate the system board and disconnect all cables connected to the system board. See “Locating parts on the system board” on page 10.
4. Remove the heat sink and fan assembly with the fan duct. See “Replacing the heat sink and fan assembly” on page 33.

Note: Do not let the thermal grease on the bottom of the heat sink and fan assembly get in contact with anything.

5. Lift the small handle **1** to release the microprocessor **2** secured on the system board.

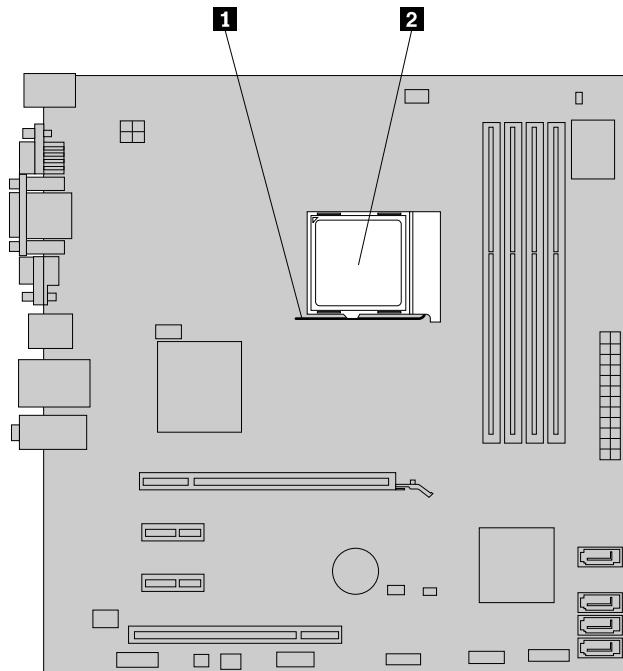


Figure 37. Accessing the microprocessor

6. Lift the microprocessor straight up and out of the microprocessor socket.

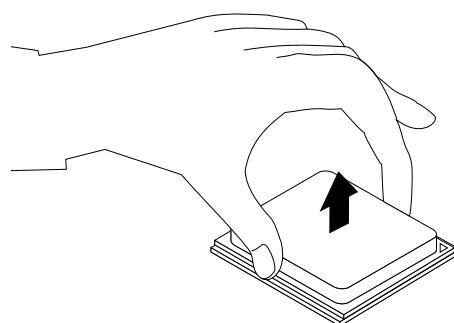
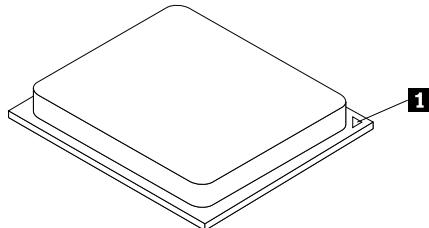


Figure 38. Removing the microprocessor

Notes:

- a. Your microprocessor and socket might look different from the one illustrated.
- b. Note the orientation of the microprocessor in the socket. You can look for the small triangle **1** on one corner of the microprocessor. This is important when installing the new microprocessor on the system board.



- c. Touch only the edges of the microprocessor. Do not touch the gold contacts on the bottom.
- d. Do not drop anything onto the microprocessor socket while it is exposed. The socket pins must be kept as clean as possible.
7. Make sure that the small handle is in the raised position.
8. Remove the protective cover that protects the gold contacts of the new microprocessor.
9. Hold the new microprocessor by its sides and align the small triangle on one corner of the new microprocessor with the corresponding small triangle on one corner of the microprocessor socket.
10. Lower the new microprocessor straight down into the microprocessor socket on the system board.
11. Lower the small handle to secure the new microprocessor in the socket.

12. Reinstall the heat sink and fan assembly with the fan duct as shown. See “Replacing the heat sink and fan assembly” on page 33.

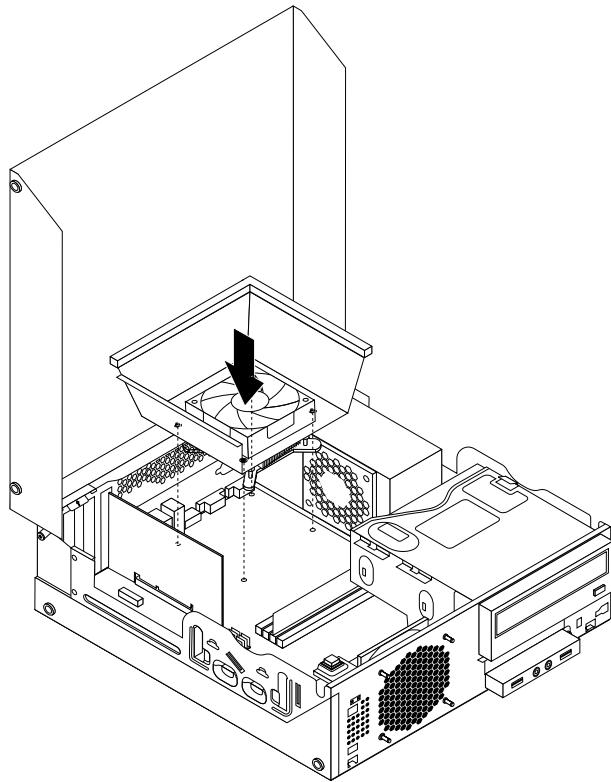


Figure 39. Reinstalling the heat sink and fan assembly with the fan duct

13. Reconnect all cables that were disconnected from the system board.

What to do next:

- To work with another piece of hardware, go to the appropriate section.
- To complete the replacement, go to “Completing the parts replacement” on page 52.

Replacing the internal speaker

Attention:

Do not open your computer or attempt any repair before reading and understanding the “Important safety information” in the *ThinkCentre Safety and Warranty Guide* that came with your computer. To obtain a copy of the *ThinkCentre Safety and Warranty Guide*, go to:
<http://www.lenovo.com/support>

This section provides instructions on how to replace the internal speaker.

Note: The internal speaker is only available in some models.

To replace the internal speaker, do the following:

1. Turn off the computer and disconnect all power cords from electrical outlets.
2. Open the computer cover. See “Opening the computer cover” on page 14.

3. Remove the front bezel by releasing the three plastic tabs and pivoting the front bezel outward.

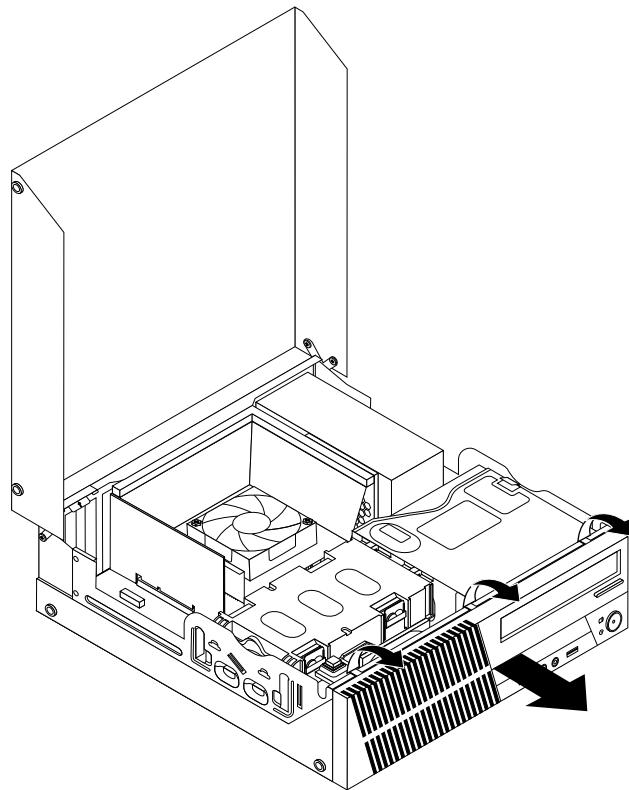


Figure 40. Removing the front bezel

4. Locate the internal speaker. See “Locating components” on page 10.
5. Disconnect the internal speaker cable from the internal speaker connector on the system board. See “Locating parts on the system board” on page 10.

6. Remove the screw that secures the cover presence switch (intrusion switch) and remove the cover presence switch from the chassis.

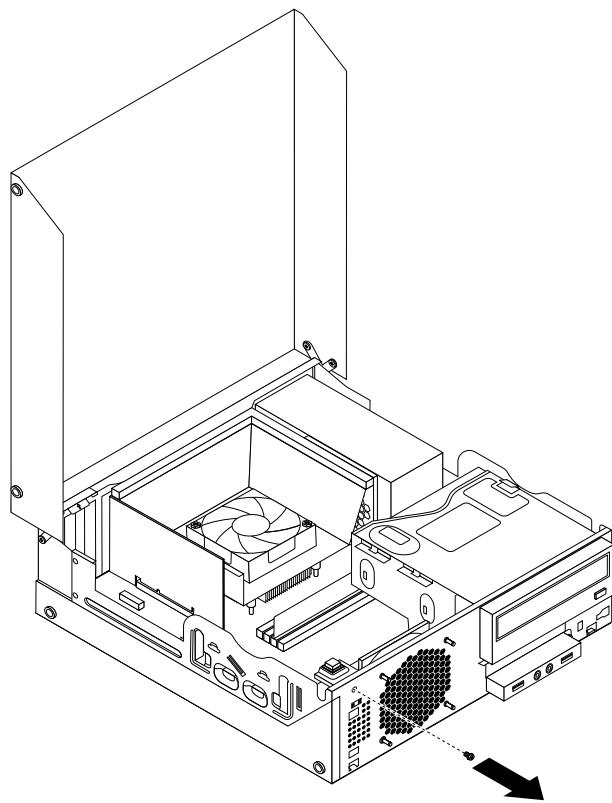


Figure 41. Removing the cover presence switch

7. Push the internal speaker outward through the hole **1** to disengage it from the two metal tabs on the chassis. Then, slide the internal speaker to the right to remove it from the chassis.

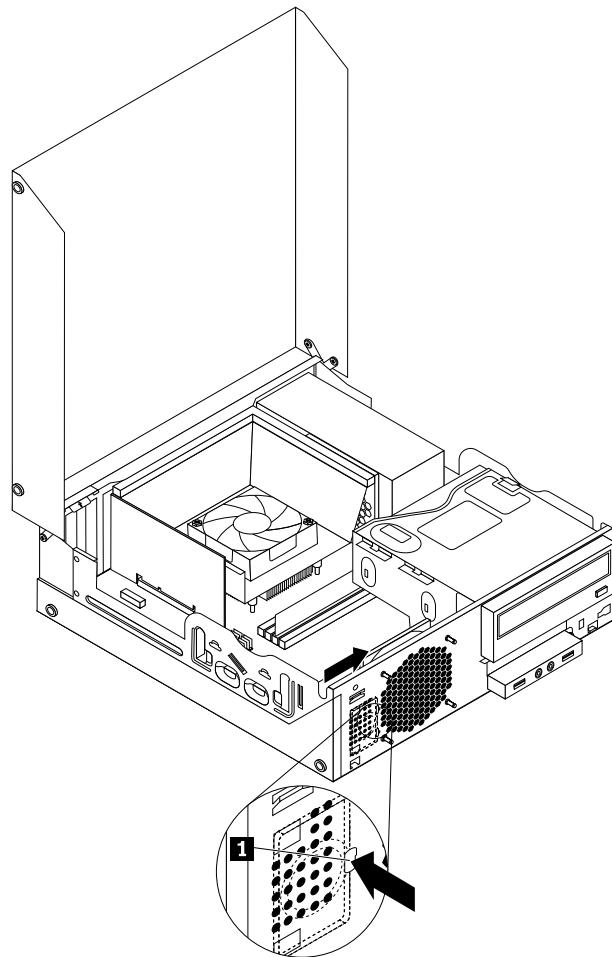


Figure 42. Removing the internal speaker

8. Align the new internal speaker with the two metal clips on the chassis, and then slide the speaker as shown until it snaps into position.

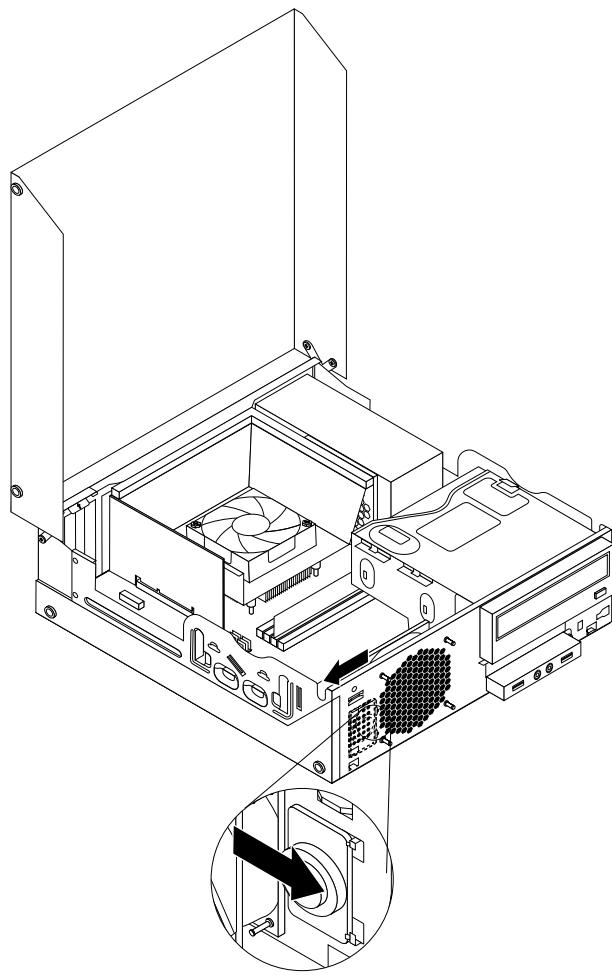


Figure 43. Installing the new internal speaker

9. Reconnect the internal speaker cable to the system board. See “Locating parts on the system board” on page 10.
10. Position the cover presence switch so that the screw hole in the cover presence switch is aligned with the corresponding hole in the chassis.

11. Install the screw to secure the cover presence switch to the chassis.

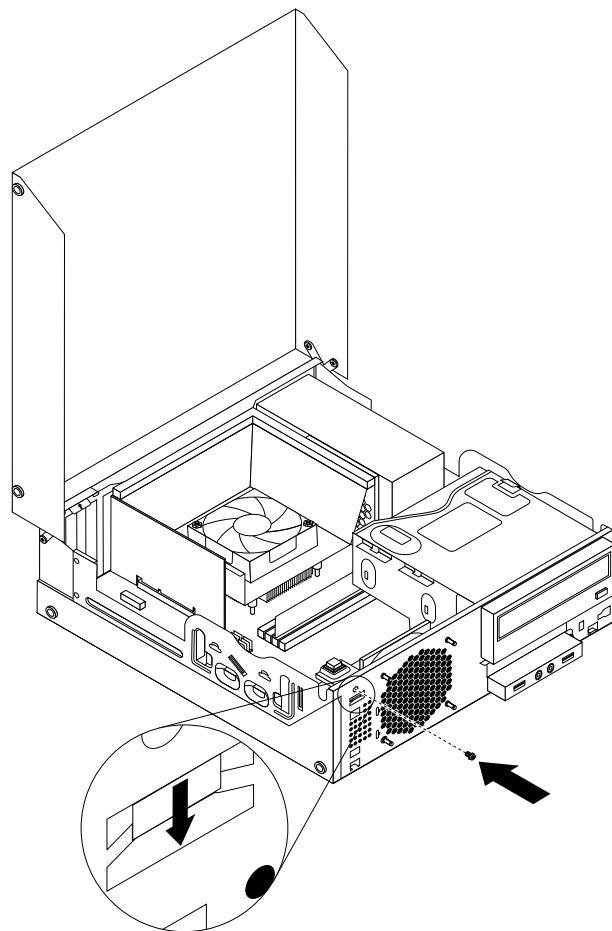


Figure 44. Reinstalling the cover presence switch

12. To reinstall the front bezel, align the three tabs on the front bezel with the corresponding holes in the chassis and pivot the front bezel inwards until it snaps into position.

What to do next:

- To work with another piece of hardware, go to the appropriate section.
- To complete the installation or replacement, go to “Completing the parts replacement” on page 52.

Replacing the front audio and USB assembly

Attention:

Do not open your computer or attempt any repair before reading and understanding the “Important safety information” in the *ThinkCentre Safety and Warranty Guide* that came with your computer. To obtain a copy of the *ThinkCentre Safety and Warranty Guide*, go to:
<http://www.lenovo.com/support>

This section provides instructions on how to replace the front audio and USB assembly.

To replace the front audio and USB assembly, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Open the computer cover. See “Opening the computer cover” on page 14.
3. Remove the front bezel. See “Removing and reinstalling the front bezel” on page 15.
4. Pivot the optical drive bay upward and disconnect the front audio and USB assembly cables from the system board and note the cables routing. See “Locating parts on the system board” on page 10.
5. Remove the screw that secures the front audio and USB assembly bracket. Then remove the front audio and USB assembly bracket from the chassis.

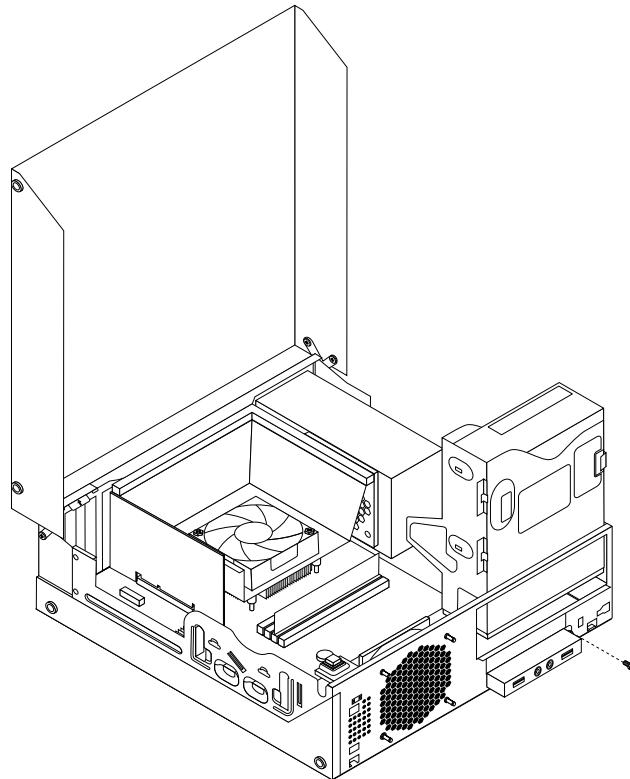


Figure 45. Removing the front audio and USB assembly

6. Remove the two screws that secure the front audio and USB assembly to its bracket. Then remove the failing front audio and USB assembly from the bracket.
7. Install a new front audio and USB assembly into the bracket and install the two screws to secure the front audio and USB assembly to the bracket.
8. Install the front audio and USB assembly bracket to the chassis and align the screw hole in the bracket with the corresponding hole in the chassis.
9. Install the screw to secure the front audio and USB assembly bracket to the chassis.
10. Reconnect the front USB and front audio cables to the system board. See “Locating parts on the system board” on page 10.
11. Reinstall the front bezel. See “Removing and reinstalling the front bezel” on page 15.

What to do next:

- To work with another piece of hardware, go to the appropriate section.
- To complete the installation or replacement, go to “Completing the parts replacement” on page 52.

Replacing the keyboard

Attention:

Do not open your computer or attempt any repair before reading and understanding the “Important safety information” in the *ThinkCentre Safety and Warranty Guide* that came with your computer. To obtain a copy of the *ThinkCentre Safety and Warranty Guide*, go to:
<http://www.lenovo.com/support>

This section provides instructions on how to replace the keyboard.

To replace the keyboard, do the following:

1. Remove all media from the drives. Then, turn off all attached devices and the computer.
2. Disconnect all power cords from electrical outlets.
3. Disconnect the old keyboard cable from the computer.
4. Connect a new keyboard to the appropriate connector on the computer. Your keyboard might be connected to a PS/2 keyboard connector **1** or a USB connector **2**. Depending on where you want to connect your keyboard, see “Locating connectors, controls, and indicators on the front of your computer” on page 7 or “Locating connectors and parts on the rear of your computer” on page 7.

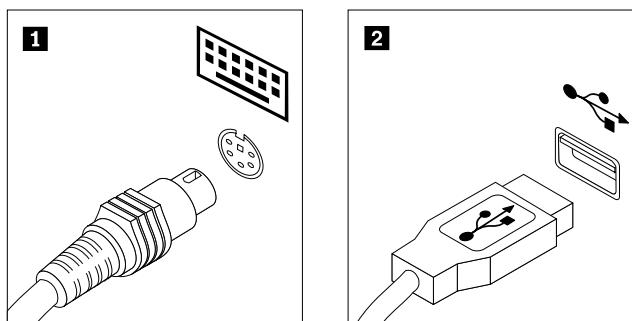


Figure 46. Keyboard connectors

What to do next:

- To work with another piece of hardware, go to the appropriate section.
- To complete the replacement, go to “Completing the parts replacement” on page 52.

Replacing the mouse

Attention:

Do not open your computer or attempt any repair before reading and understanding the “Important safety information” in the *ThinkCentre Safety and Warranty Guide* that came with your computer. To obtain a copy of the *ThinkCentre Safety and Warranty Guide*, go to:
<http://www.lenovo.com/support>

This section provides instructions on how to replace the mouse.

To replace the mouse, do the following:

1. Remove all media from the drives. Then, turn off all attached devices and the computer.
2. Disconnect all power cords from electrical outlets.
3. Disconnect the old mouse cable from the computer.

4. Connect a new mouse to the appropriate connector on the computer. Your mouse might be connected to a PS/2 mouse connector **1** or a USB connector **2**. Depending on where you want to connect your mouse, see “Locating connectors, controls, and indicators on the front of your computer” on page 7 or “Locating connectors and parts on the rear of your computer” on page 7.

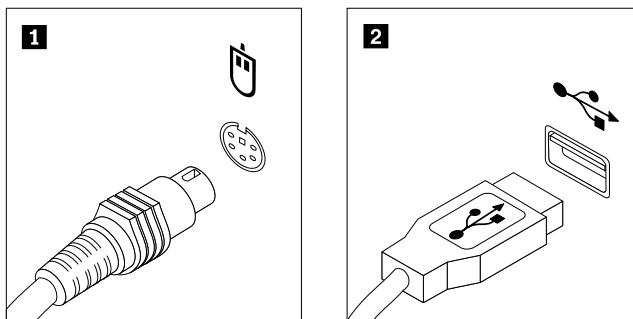


Figure 47. Mouse connectors

What to do next:

- To work with another piece of hardware, go to the appropriate section.
- To complete the replacement, go to “Completing the parts replacement” on page 52.

Completing the parts replacement

After completing the installation or replacement for all parts, you need to close the computer cover and reconnect cables. Depending on the parts you installed or replaced, you might need to confirm the updated information in the Setup Utility program. Refer to Chapter 4 “Using the Setup Utility program” on page 61.

To close the computer cover and reconnect cables to your computer, do the following:

1. Make sure that all components have been reassembled correctly and that no tools or loose screws are left inside your computer. See “Locating components” on page 10 for the locations of various components in your computer.
2. If you have removed the front bezel, reinstall it. To reinstall the front bezel, align the three tabs on the front bezel with the corresponding holes in the chassis and pivot the front bezel inwards until it snaps into position.
3. Make sure that the cables are routed correctly. Keep cables clear of the hinges and sides of the computer chassis to avoid interference with closing the computer cover.
4. Lower the optical drive bay.
5. Close the computer cover.
6. If there is an integrated cable lock available, lock the computer. See “Integrated cable lock” on page 53.
7. Reconnect the external cables and power cords to the computer. See “Locating connectors and parts on the rear of your computer” on page 7.
8. To update your configuration, see Chapter 4 “Using the Setup Utility program” on page 61.

Note: In most areas of the world, Lenovo requires the return of the defective Customer Replaceable Unit (CRU). Information about this will come with the CRU or will come a few days after the CRU arrives.

Obtaining device drivers

You can obtain device drivers for operating systems that are not preinstalled at <http://www.lenovo.com/support>. Installation instructions are provided in readme files with the device-driver files.

Basic security features

There are several security options available to help you prevent hardware theft and unauthorized access to your computer. In addition to physical locks, you can also prevent unauthorized use of your computer by a software lock that locks the keyboard until a correct password is typed in.

Integrated cable lock

An integrated cable lock, sometimes referred to as the Kensington lock, can be used to secure your computer to a desk, table, or other non-permanent fixture. The cable lock attaches to a security slot at the rear of your computer and is operated with a key. The cable lock also locks the computer cover. See Figure 48 “Installing an integrated cable lock” on page 53. This is the same type of lock used with many notebook computers. You can order an integrated cable lock from Lenovo by searching for *Kensington* at: <http://www.lenovo.com/support>

Note: Make sure that the integrated cable lock you installed does not interfere with other computer cables.

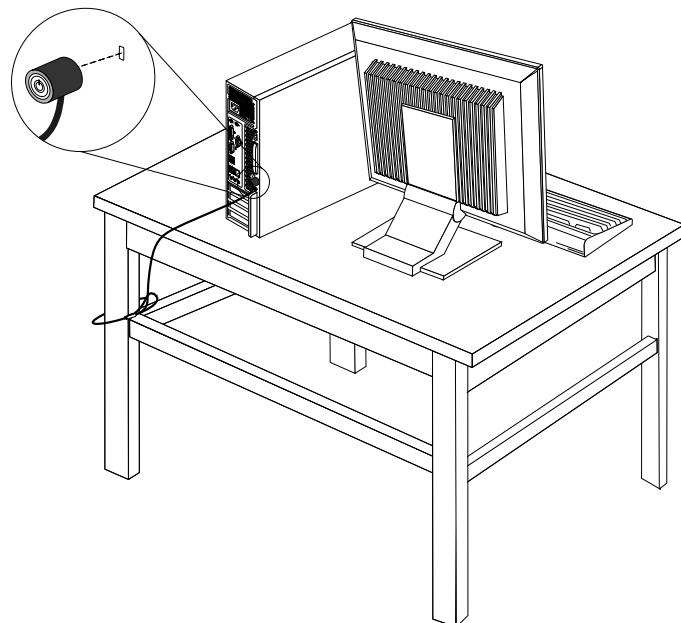


Figure 48. *Installing an integrated cable lock*

Password protection

To deter unauthorized use of your computer, you can use the Setup Utility program to set a password. When you turn on your computer, you are prompted to type the password. The computer cannot be used until a valid password is typed in. Refer to Chapter 4 “Using the Setup Utility program” on page 61 for more information.

Erasing a lost or forgotten password (clearing CMOS)

This section provides instructions on how to erase a lost or forgotten password, such as a user password.

To erase a lost or forgotten password, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Open the computer cover. See “Opening the computer cover” on page 14.
3. Locate the Clear CMOS /Recovery jumper on the system board. See “Locating parts on the system board” on page 10.
4. Remove any parts and disconnect any cables that might prevent your access to the Clear CMOS /Recovery jumper.
5. Move the jumper from the standard position (pin 1 and pin 2) to the maintenance position (pin 2 and pin 3).
6. Reinstall any parts and reconnect any cables that have been removed or disconnected.
7. Reinstall the computer cover and reconnect the power cords for the computer and monitor. See “Completing the parts replacement” on page 52.
8. Turn on the computer and leave it on for approximately 10 seconds. Then, turn off the computer by holding the power switch for approximately five seconds.
9. Repeat step 1 through step 4.
10. Move the Clear CMOS /Recovery jumper back to the standard position (pin 1 and pin 2).
11. Reinstall any parts and reconnect any cables that have been removed or disconnected.
12. Close the computer cover and reconnect all cables. See “Completing the parts replacement” on page 52.
13. Turn on the computer. Your password has been erased and you can use the Setup Utility program to set a new password. See Chapter 4 “Using the Setup Utility program” on page 61 for more information.

Chapter 3. Recovery information

This chapter provides information about the recovery solutions provided by Lenovo.

This chapter contains the following topics:

- “Creating and using recovery media” on page 55
- “Performing backup and recovery operations” on page 56
- “Using the Rescue and Recovery workspace” on page 57
- “Creating and using a rescue medium” on page 58
- “Installing or reinstalling device drivers” on page 59
- “Solving recovery problems” on page 59

Notes:

1. The recovery information in this chapter only applies to the computers that have the Rescue and Recovery program or the Product Recovery program installed. If the **Enhanced Backup and Restore** icon in the Lenovo ThinkVantage Tools program is dimmed, it indicates that you need to install the Rescue and Recovery program manually before enabling its features. To install the Rescue and Recovery program, do the following:
 - a. Click **Start** → **All Programs** → **Lenovo ThinkVantage Tools**, and double-click **Enhanced Backup and Restore**.
 - b. Follow the instructions on the screen.
 - c. When the installation process completes, the **Enhanced Backup and Restore** icon is activated.
2. There are a variety of methods to choose from when considering how to recover in the event of a software- or hardware-related problem. Some methods vary depending on the type of your operating system.
3. The product on the recovery media may be used only for the following purposes:
 - Restore the product preinstalled on your computer
 - Reinstall the product
 - Modify the product using the Additional Files

Creating and using recovery media

You can use recovery media to restore the hard disk drive to the factory default settings. Recovery media are useful if you transfer the computer to another area, sell the computer, recycle the computer, or put the computer in an operational state after all other methods of recovery have failed. As a precautionary measure, it is important to create recovery media as early as possible.

Note: The recovery operations you can perform using recovery media vary depending on the operating system from which the recovery media were created. The recovery media might contain a boot medium and a data medium. Your Microsoft Windows license permits you to create only one data medium, so it is important that you store the recovery media in a safe place after you have made them.

Creating recovery media

This section provides instructions on how to create recovery media on the Windows 7 operating system.

Note: On the Windows 7 operating system, you can create recovery media using discs or external USB storage devices.

To create recovery media on the Windows 7 operating system, click **Start** → **All Programs** → **Lenovo ThinkVantage Tools** → **Factory Recovery Disks**. Then, follow the instructions on the screen.

Using recovery media

This section provides instructions on how to use recovery media on the Windows 7 operating system.

On the Windows 7 operating system, you can use recovery media to restore the computer to the factory default settings only. You can use recovery media to put the computer in an operational state after all other methods of recovery have failed.

Attention: When you use recovery media to restore the computer to the factory default settings, all the files currently on the hard disk drive will be deleted and replaced by the factory default settings.

To use recovery media on the Windows 7 operating system, do the following:

1. Depending on the type of your recovery media, connect the boot medium (memory key or other USB storage device) to the computer, or insert the boot disc into the optical drive.
2. Repeatedly press and release the F12 key when turning on the computer. When the **Startup Device Menu** opens, release the F12 key.
3. Select the desired startup device and press Enter. The restore process begins.
4. Follow the instructions on the screen to complete the operation.

Notes:

1. After restoring your computer to the factory default settings, you might have to reinstall device drivers for some devices. See “Installing or reinstalling device drivers” on page 59.
2. Some computers come with Microsoft Office or Microsoft Works preinstalled. If you need to recover or reinstall your Microsoft Office or Microsoft Works applications, you must use the *Microsoft Office CD* or *Microsoft Works CD*. These discs are provided only with computers preinstalled with Microsoft Office or Microsoft Works.

Performing backup and recovery operations

The Rescue and Recovery program enables you to back up all your hard disk drive contents including the operating system, data files, software programs, and personal settings. You can designate where the Rescue and Recovery program stores the backup:

- In a protected area of your hard disk drive
- On the secondary hard disk drive if a secondary hard disk drive is installed in your computer
- On an attached external USB hard disk drive
- On a network drive
- On recordable discs (a recordable optical drive is required for this option)

After you have backed up the contents on the hard disk drive, you can restore the complete contents of the hard disk drive, restore only the selected files, or restore only the Windows operating system and applications.

Performing a backup operation

This section provides instructions on how to perform a backup operation using the Rescue and Recovery program on the Windows 7 operating system.

To perform a backup operation using the Rescue and Recovery program on the Windows 7 operating system, do the following:

1. From the Windows desktop, click **Start → All Programs → Lenovo ThinkVantage Tools → Enhanced Backup and Restore**. The Rescue and Recovery program opens.
2. In the Rescue and Recovery main window, click the **Launch advanced Rescue and Recovery** arrow.
3. Click **Back up your hard drive** and select backup operation options. Then, follow the instructions on the screen to complete the backup operation.

Performing a recovery operation

This section provides instructions on how to perform a recovery operation using the Rescue and Recovery program on the Windows 7 operating system.

To perform a recovery operation using the Rescue and Recovery program on the Windows 7 operating system, do the following:

1. From the Windows desktop, click **Start → All Programs → Lenovo ThinkVantage Tools → Enhanced Backup and Restore**. The Rescue and Recovery program opens.
2. In the Rescue and Recovery main window, click the **Launch advanced Rescue and Recovery** arrow.
3. Click the **Restore your system from a backup** icon.
4. Follow the instructions on the screen to complete the recovery operation.

For more information about performing a recovery operation from the Rescue and Recovery workspace, see “Using the Rescue and Recovery workspace” on page 57.

Using the Rescue and Recovery workspace

The Rescue and Recovery workspace resides in a protected, hidden area of your hard disk drive that operates independently from the Windows operating system. This enables you to perform recovery operations even if you cannot start the Windows operating system. You can perform the following recovery operations from the Rescue and Recovery workspace:

- Rescue files from your hard disk drive or from a backup The Rescue and Recovery workspace enables you to locate files on your hard disk drive and transfer them to a network drive or other recordable media, such as a USB device or a disc. This solution is available even if you did not back up your files or if changes were made to the files since your last backup operation. You can also rescue individual files from a Rescue and Recovery backup located on your local hard disk drive, a USB device, or a network drive.
- Restore your hard disk drive from a Rescue and Recovery backup If you have backed up your hard disk drive using the Rescue and Recovery program, you can restore the hard disk drive from a Rescue and Recovery backup, even if you cannot start the Windows operating system.
- Restore your hard disk drive to the factory default settings The Rescue and Recovery workspace enables you to restore the complete contents of your hard disk drive to the factory default settings. If you have multiple partitions on your hard disk drive, you have the option to restore the factory default settings to the C: partition and leave the other partitions intact. Because the Rescue and Recovery workspace operates independently from the Windows operating system, you can restore the factory default settings even if you cannot start the Windows operating system.

Attention: If you restore the hard disk drive from a Rescue and Recovery backup or restore the hard disk drive to the factory default settings, all files on the primary hard disk drive partition (usually drive C:) will be deleted in the recovery process. If possible, make copies of important files. If you are unable to start the Windows operating system, you can use the rescue files feature of the Rescue and Recovery workspace to copy files from your hard disk drive to other media.

To start the Rescue and Recovery workspace, do the following:

1. Make sure the computer is turned off.

2. Repeatedly press and release the F11 key when turning on the computer. When you hear beeps or see a logo screen, release the F11 key.
3. If you have set a Rescue and Recovery password, type your password when prompted. The Rescue and Recovery workspace opens after a short delay.

Note: If the Rescue and Recovery workspace fails to open, see “Solving recovery problems” on page 59.

4. Do one of the following:

- To rescue files from your hard disk drive or from a backup, click **Rescue files** and follow the instructions on the screen.
- To restore your hard disk drive from a Rescue and Recovery backup or to restore your hard disk drive to the factory default settings, click **Restore your system** and follow the instructions on the screen.

For more information about the features of the Rescue and Recovery workspace, click **Help**.

Notes:

1. After restoring your hard disk drive to the factory default settings, you might have to reinstall device drivers for some devices. See “Installing or reinstalling device drivers” on page 59.
2. Some computers come with Microsoft Office or Microsoft Works preinstalled. If you need to recover or reinstall your Microsoft Office or Microsoft Works applications, you must use the *Microsoft Office CD* or *Microsoft Works CD*. These discs are provided only with computers preinstalled with Microsoft Office or Microsoft Works.

Creating and using a rescue medium

With a rescue medium, such as a disc or a USB hard disk drive, you can recover the computer from failures that prevent you from gaining access to the Rescue and Recovery workspace on your hard disk drive.

Notes:

1. The recovery operations you can perform using a rescue medium vary depending on the operating system.
2. The rescue disc can be started in all types of optical drives.

Creating a rescue medium

This section provides instructions on how to create a rescue medium on the Windows 7 operating system.

To create a rescue medium on the Windows 7 operating system, do the following:

1. From the Windows desktop, click **Start** → **All Programs** → **Lenovo ThinkVantage Tools** → **Enhanced Backup and Restore**. The Rescue and Recovery program opens.
2. In the Rescue and Recovery main window, click the **Launch advanced Rescue and Recovery** arrow.
3. Click the **Create Rescue Media** icon. The Create Rescue and Recovery Media window opens.
4. In the **Rescue Media** area, select the type of the rescue medium you want to create. You can create a rescue medium using a disc, a USB hard disk drive, or a secondary internal hard disk drive.
5. Click **OK** and follow the instructions on the screen to create a rescue medium.

Using a rescue medium

This section provides instructions on how to use the rescue medium you have created.

- If you have created a rescue medium using a disc, use the following instructions to use the rescue medium:
 1. Turn off your computer.

2. Repeatedly press and release the F12 key when turning on the computer. When the **Startup Device Menu** opens, release the F12 key.
3. On the **Startup Device Menu**, select the desired optical drive as the first boot device. Then, insert the rescue disc into the optical drive and press Enter. The rescue medium starts.

- If you have created a rescue medium using a USB hard disk drive, use the following instructions to use the rescue medium:
 1. Attach the USB hard disk drive to one of the USB connectors on your computer.
 2. Repeatedly press and release the F12 key when turning on the computer. When the **Startup Device Menu** opens, release the F12 key.
 3. On the **Startup Device Menu**, select the USB hard disk drive as the first boot device and press Enter. The rescue medium starts.

When the rescue medium starts, the Rescue and Recovery workspace opens. The help information for each feature is available from the Rescue and Recovery workspace. Follow the instructions to complete the recovery process.

Installing or reinstalling device drivers

Before installing or reinstalling device drivers, make sure that you have a preinstalled operating system and the documentation and software media for the device.

Device drivers for factory-installed devices are located on the computer hard disk drive (usually drive C:) in the SWTOOLS\DRIVERS subdirectory. The latest device drivers for factory-installed devices are also available at <http://www.lenovo.com/support>. Other device drivers are on the software media that come with individual devices.

To install or reinstall the device driver for a factory-installed device, do the following:

1. Turn on the computer.
2. Use Windows Explorer or **My Computer** to display the directory structure of your hard disk drive.
3. Go to the C:\SWTOOLS directory.
4. Open the DRIVERS folder. Within the DRIVERS folder, there are several subfolders named for various devices installed in your computer, such as AUDIO or VIDEO.
5. Open the appropriate device subfolder.
6. Do one of the following:
 - In the device subfolder, look for a SETUP.exe file. Double-click the file and follow the instructions on the screen to complete the installation.
 - In the device subfolder, look for a README.txt file or a file with the .txt extension. This file might be named after the operating system, such as WIN98.txt. The TXT file contains information about how to install the device driver. Follow the instructions to complete the installation.
 - If the device subfolder contains a file with the .inf extension and you want to install the device driver using the INF file, refer to your Windows Help and Support information system for detailed information about how to install the device driver.

Solving recovery problems

If you are unable to access the Rescue and Recovery workspace or the Windows environment, do one of the following:

- Use a rescue medium to start the Rescue and Recovery workspace. See “Creating and using a rescue medium” on page 58.

- Use recovery media if all other methods of recovery have failed and you need to restore the hard disk drive to the factory default settings. See “Creating and using recovery media” on page 55.

Note: If you are unable to access the Rescue and Recovery workspace or the Windows environment from a rescue medium or recovery media, you might not have the rescue device (an internal hard disk drive, a disc, a USB hard disk drive, or other external devices) set as the first boot device in the startup device sequence. You must first make sure that your rescue device is set as the first boot device in the startup device sequence in the Setup Utility program. See “Selecting a startup device” on page 63 for detailed information about temporarily or permanently changing the startup device sequence. For more information about the Setup Utility program, see Chapter 4 “Using the Setup Utility program” on page 61.

It is important to create a rescue medium and a set of recovery media as early as possible and store them in a safe place for future use.

Chapter 4. Using the Setup Utility program

You can use the Setup Utility program to view and change the configuration settings of your computer, regardless of which operating system you are using. However, the operating system settings might override any similar settings in the Setup Utility program.

This chapter provides information about the following topics to help you use the Setup Utility program:

- “Starting the Setup Utility program” on page 61
- “Viewing or changing settings” on page 61
- “Using passwords” on page 61
- “Enabling or disabling a device” on page 62
- “Selecting a startup device” on page 63
- “Exiting the Setup Utility program” on page 64

Starting the Setup Utility program

This section provides instructions on how to start the Setup Utility program.

To start the Setup Utility program, do the following:

1. Make sure your computer is turned off.
2. Repeatedly press and release the F1 key when turning on the computer. When you hear multiple beeps or see a logo screen, release the F1 key. The Setup Utility program opens.

Note: If a password has been set, the Setup Utility program menu will not be displayed until you type the correct password. For more information, see “Using passwords” on page 61.

Viewing or changing settings

The Setup Utility program menu lists various items about the system configuration settings. To view or change the settings, start the Setup Utility program. See “Starting the Setup Utility program” on page 61. Then, follow the instructions on the screen.

When working with the Setup Utility program, you must use the keyboard. The keys used to perform various tasks are displayed at the bottom of each screen.

Using passwords

By using the Setup Utility program, you can set a password to prevent unauthorized access to your computer and data. The following options are available to help you set a power-on password or an administrator password:

- **Set Power-On Password**
- **Set Administrator Password**

You do not have to set a password to use your computer. However, using a password improves computing security. If you decide to set a password, read the following sections.

Password considerations

A password can be any combination of up to 16 (1 to 16) alphabetic and numeric characters. For security reasons, it is recommended to use a strong password that cannot be easily compromised. To set a strong password, use the following guidelines:

Note: The Setup Utility program passwords are not case sensitive.

- Have at least eight characters in length
- Contain at least one alphabetic character and one numeric character
- Not be your name or your user name
- Not be a common word or a common name
- Be significantly different from your previous passwords

Power-on password

After you have set a power-on password using the **Set Power-On Password** option, a password prompt is displayed each time you turn on the computer. You cannot use the computer until a valid password is typed in. For more information about how to set a password, see “Setting, changing, or deleting a password” on page 62.

Administrator password

The **Set Administrator Password** option enables you to set an administrator password, which deters unauthorized users from changing configuration settings. If you are responsible for maintaining the settings of several computers, you might want to set an administrator password. For more information about how to set a password, see “Setting, changing, or deleting a password” on page 62.

After you have set an administrator password, a password prompt is displayed each time you try to access the Setup Utility program. You cannot access the Setup Utility program until a valid password is typed in.

If you have set both a power-on password and an administrator password, you can type either password to use your computer. However, to change any configuration settings, you must use your administrator password.

Setting, changing, or deleting a password

This section provides instructions on how to set, change, or delete a password.

To set, change, or delete a password, do the following:

1. Start the Setup Utility program. See “Starting the Setup Utility program” on page 61.
2. From the Setup Utility program main menu, select **Security** → **Set Power-On Password** or **Set Administrator Password**.
3. Follow the instructions on the screen to set, change, or delete a password.

Note: A password can be any combination of up to 16 (1 to 16) alphabetic and numeric characters. For more information, see “Password considerations” on page 62.

Enabling or disabling a device

This section provides instructions on how to enable or disable user access to a device.

SATA Controller	When this option is set to Disabled , all devices connected to the SATA connectors (such as the hard disk drive and the optical drive) are disabled and will not be displayed in the system configuration.
USB Setup	Use this option to set up USB connectors.

To enable or disable a device, do the following:

1. Start the Setup Utility program. See “Starting the Setup Utility program” on page 61.
2. From the Setup Utility program main menu, select **Devices**.
3. Depending on the device you want to enable or disable, do one of the following:
 - Select **ATA Drives Setup** → **SATA Controller** to enable or disable the devices connected to the SATA connectors on the system board.
 - Select **USB Setup** and follow the instructions on the screen to enable or disable the USB connector(s) of your choice.
4. Select the desired settings and press Enter.
5. Press Esc to return to the Setup Utility program main menu. You might have to press Esc several times.
6. Press F10 to save the new settings and exit the Setup Utility program.

Notes:

- a. If you do not want to save the new settings, select **Exit** → **Discard Changes and Exit**.
- b. If you want to return to the default settings, press F9 or select **Exit** → **Load Optimal Defaults**.

Selecting a startup device

If your computer does not start up from a device (such as a hard disk drive or the disc in an optical drive) as expected, do one of the following to select the desired startup device.

Selecting a temporary startup device

This section provides instructions on how to select a temporary startup device. You can use the instructions in this section to start up from any startup device.

Note: Not all discs and hard disk drives are bootable.

To select a temporary startup device, do the following:

1. Turn off your computer.
2. Repeatedly press and release the F12 key when turning on the computer. When the **Startup Device Menu** opens, release the F12 key.
3. Select the desired startup device on the **Startup Device Menu** and press Enter.

Note: Selecting a startup device on the **Startup Device Menu** does not permanently change the startup device sequence.

Viewing or changing the startup device sequence

This section provides instructions on how to view or permanently change the configured startup device sequence.

To view or permanently change the configured startup device sequence, do the following:

1. Start the Setup Utility program. See “Starting the Setup Utility program” on page 61.

2. Select **Startup** → **Primary Boot Sequence**. Read the information displayed on the right side of the screen.
3. Select the first boot device, second boot device, and so on.
4. Press Esc to return to the **Startup** menu. Then, select the devices for the **Automatic Boot Sequence** and **Error Boot Sequence**.
5. Press Esc to return to the Setup Utility program main menu. You might have to press Esc several times.
6. Press F10 to save the new settings and exit the Setup Utility program.

Notes:

- a. If you do not want to save the new settings, select **Exit** → **Discard Changes and Exit**.
- b. If you want to return to the default settings, press F9 or select **Exit** → **Load Optimal Defaults**.

Exiting the Setup Utility program

After you finish viewing or changing settings, press Esc to return to the Setup Utility program main menu. You might have to press Esc several times. Then, you can do one of the following:

- If you want to save the new settings and exit the Setup Utility program, press F10. Otherwise, your changes will not be saved.
- If you do not want to save the new settings, select **Exit** → **Discard Changes and Exit**.
- If you want to return to the default settings, press F9 or select **Exit** → **Load Optimal Defaults**.

Chapter 5. Updating system programs

This chapter provides information about updating the POST and BIOS, and how to recover from a POST and BIOS update failure.

This chapter contains the following topics:

- “Using system programs” on page 65
- “Updating (flashing) the BIOS from a disc” on page 65
- “Updating (flashing) the BIOS from your operating system” on page 66
- “Recovering from a POST and BIOS update failure” on page 66

Using system programs

System programs are the basic layer of software built into your computer. System programs include the POST, the BIOS, and the Setup Utility program. The POST is a set of tests and procedures that are performed each time you turn on your computer. The BIOS is a layer of software that translates instructions from other layers of software into electrical signals that the computer hardware can execute. You can use the Setup Utility program to view or change the configuration settings of your computer. See Chapter 4 “Using the Setup Utility program” on page 61 for detailed information.

Your computer system board has a module called electrically erasable programmable read-only memory (EEPROM, also referred to as flash memory). You can easily update the POST, the BIOS, and the Setup Utility program by starting your computer with a system-program-update disc or running a special update program from your operating system.

Lenovo might make changes and enhancements to the POST and BIOS. When updates are released, they are available as downloadable files on the Lenovo Web site at <http://www.lenovo.com>. Instructions for using the POST and BIOS updates are available in a TXT file that is included with the update files. For most models, you can download either an update program to create a system-program-update disc or an update program that can be run from the operating system.

Updating (flashing) the BIOS from a disc

This section provides instructions on how to update (flash) the BIOS from a disc.

Note: You can download a self-starting bootable disc image (known as an ISO image) with the system program updates to create a system-program-update disc. Go to:
<http://www.lenovo.com/support>

To update (flash) the BIOS from a disc, do the following:

1. Turn off your computer.
2. Repeatedly press and release the F12 key when turning on the computer. When the **Startup Device Menu** opens, release the F12 key.
3. On the **Startup Device Menu**, select the desired optical drive as the startup device. Then, insert the disc into this optical drive and press Enter. The update begins.
4. When prompted to change the serial number, it is suggested that you do not make this change by pressing N. However, if you do want to change the serial number, press Y, then type in the serial number and press Enter.

5. When prompted to change the machine type and model, it is suggested that you do not make this change by pressing N. However, if you do want to change the machine type and model, press Y, then type in the machine type and model and press Enter.
6. Follow the instructions on the screen to complete the update. After the update is completed, remove the disc from the optical drive.

Updating (flashing) the BIOS from your operating system

Note: Because Lenovo makes constant improvements to its Web sites, the Web page contents are subject to change without notice, including the contents referenced in the following procedure.

To update (flash) the BIOS from your operating system, do the following:

1. Go to <http://www.lenovo.com/support>.
2. Do the following to locate the downloadable files for your machine type:
 - a. In the **Enter a product number** field, type your machine type and click **Go**.
 - b. Click **Downloads and drivers**.
 - c. Select **BIOS** from the **Refine results** drop-down list box to easily locate all the BIOS related links.
 - d. Click the BIOS update link.
3. Click the TXT file that contains the instructions for updating (flashing) the BIOS from your operating system.
4. Print these instructions. This is very important because these instructions will not be displayed on the screen after the download begins.
5. Follow the printed instructions to download, extract, and install the update.

Recovering from a POST and BIOS update failure

If the power to your computer is interrupted while the POST and BIOS is being updated, your computer might not restart correctly. If this happens, perform the following procedure to recover from the POST and BIOS update failure. This procedure is commonly called Boot-block Recovery.

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Open the computer cover. See “Opening the computer cover” on page 14.
3. Locate the Clear CMOS /Recovery jumper on the system board. See “Locating parts on the system board” on page 10.
4. Remove any parts and disconnect any cables that might prevent your access to the Clear CMOS /Recovery jumper.
5. Move the jumper from the standard position (pin 1 and pin 2) to the maintenance position (pin 2 and pin 3).
6. Reinstall any parts and reconnect any cables that have been removed or disconnected.
7. Reinstall the computer cover and reconnect the power cords for the computer and monitor. See “Completing the parts replacement” on page 52.
8. Turn on the computer and then insert the POST and BIOS update (flash update) disc into the optical drive. The recovery session begins. The recovery session will take two to three minutes. During this time, you will hear a series of beeps.
9. After the recovery session is completed, there will be no video, the series of beeps will end, and the system will automatically turn off.
10. Repeat step 1 through step 4.
11. Move the jumper back to the standard position (pin 1 and pin 2).

12. Reinstall any parts and reconnect any cables that have been removed or disconnected.
13. Close the computer cover and reconnect power cords and all other external cables. See “Completing the parts replacement” on page 52.
14. Turn on the computer and remove the disc from the optical drive.

Chapter 6. Troubleshooting and diagnostic programs

This chapter provides information about some basic troubleshooting and diagnostic programs. If your computer problem is not described in this chapter, see Chapter 7 “Getting information, help, and service” on page 75 for additional troubleshooting resources.

This chapter contains the following topics:

- “Basic troubleshooting” on page 69
- “Diagnostic programs” on page 70
- “Cleaning the mouse” on page 72

Basic troubleshooting

The following table provides some basic information to help you troubleshoot your computer problems.

Note: If you cannot solve the problem after doing the basic troubleshooting, have the computer serviced. Refer to the *ThinkCentre Safety and Warranty Guide* that came with your computer for the safety and warranty information and the list of service and support telephone numbers. You can also get the latest service and support telephone numbers and a PDF version of the *ThinkCentre Safety and Warranty Guide* from the Lenovo Support Web site at:
<http://www.lenovo.com/support>

Symptom	Action
The computer does not start when you press the power switch.	Verify that: <ul style="list-style-type: none">• The power cord is correctly connected to the rear of the computer and to a working electrical outlet.• The power indicator on the front of the computer is on.• The computer voltage matches the voltage available at the electrical outlet for your country or region.
The monitor screen is blank.	Verify that: <ul style="list-style-type: none">• The monitor signal cable is correctly connected to the monitor and to the appropriate monitor connector on the computer. If your computer has a PCI graphics card installed, be sure to use the monitor connector on the graphics card rather than the integrated one on the system board.• The monitor power cord is correctly connected to the monitor and to a working electrical outlet.• The monitor is turned on and the brightness and contrast controls are set correctly.• The computer voltage matches the voltage available at the electrical outlet for your country or region.
The keyboard does not work.	Verify that: <ul style="list-style-type: none">• The computer is turned on.• The keyboard is correctly connected to an appropriate keyboard connector (the PS/2 keyboard connector or one of the USB connectors) on the computer.• No keys are stuck.

Symptom	Action
The mouse does not work.	<p>Verify that:</p> <ul style="list-style-type: none"> • The computer is turned on. • The mouse is correctly connected to an appropriate mouse connector (the PS/2 mouse connector or one of the USB connectors) on the computer. • The mouse is clean. Refer to “Cleaning the mouse” on page 72.
The operating system does not start.	Verify that you list the device where the operating system resides in the startup device sequence. Usually, the operating system is on the hard disk drive. For more information, see “Selecting a startup device” on page 63.
The computer beeps multiple times before the operating system starts.	Verify that no keys are stuck.

Diagnostic programs

Diagnostic programs are used to test hardware components of your computer. Diagnostic programs can also report operating-system-controlled settings that interfere with the correct operation of your system. You can use the preinstalled diagnostic program to diagnose computer problems, if your computer is running the Windows operating system.

Notes:

1. Depending on the date when your computer was manufactured, your computer is preinstalled with either the Lenovo Solution Center program or the Lenovo ThinkVantage Toolbox program for diagnostic purposes. For more information about the Lenovo ThinkVantage Toolbox program, see “Lenovo ThinkVantage Toolbox” on page 71. For more information about the Lenovo Solution Center program, see “Lenovo Solution Center” on page 70.
2. You can also download the PC-Doctor for DOS diagnostic program from <http://www.lenovo.com/support>. See “PC-Doctor for DOS” on page 71 for detailed information.
3. If you are unable to isolate and repair the problem yourself after running the programs, save and print the log files created by the programs. You will need the log files when you speak to a Lenovo technical support representative.

Lenovo Solution Center

The Lenovo Solution Center program enables you to troubleshoot and resolve computer problems. It combines diagnostic tests, system information collection, security status, and support information, along with hints and tips for maximum system performance.

Notes:

- The Lenovo Solution Center program is available only on models preinstalled with the Windows 7 operating system. If your Windows 7 model is not preinstalled with the program, you can download it from <http://www.lenovo.com/diagnose>.
- If you are using the Windows Vista or Windows XP operating system, go to <http://www.lenovo.com/diagnose> for the latest information on diagnostics for your computer.

To run the Lenovo Solution Center program on the Windows 7 operating system, click **Start** → **All Programs** → **Lenovo ThinkVantage Tools** → **System Health and Diagnostics**. Follow the instructions on the screen.

For additional information, refer to the Lenovo Solution Center help system.

Note: If you are unable to isolate and repair the problem yourself after running the program, save and print the log files created by the program. You will need the log files when you speak to a Lenovo technical support representative.

Lenovo ThinkVantage Toolbox

The Lenovo ThinkVantage Toolbox program helps you maintain your computer, improve computing security, diagnose computer problems, get familiar with the innovative technologies provided by Lenovo, and get more information about your computer. You can use the diagnostics feature of the Lenovo ThinkVantage Toolbox program to test devices, diagnose computer problems, create bootable diagnostic media, update system drivers, and view system information.

To run the Lenovo ThinkVantage Toolbox program on the Windows 7 operating system, click **Start** → **All Programs** → **Lenovo ThinkVantage Tools** → **System Health and Diagnostics**. Follow the instructions on the screen.

For additional information about running the Lenovo ThinkVantage Toolbox program, refer to the Lenovo ThinkVantage Toolbox help system.

PC-Doctor for DOS

You can also download the latest version of the PC-Doctor for DOS diagnostic program from <http://www.lenovo.com/support>. The PC-Doctor for DOS diagnostic program runs independently of the Windows operating system. Use the PC-Doctor for DOS diagnostic program if you are unable to start the Windows operating system. You can run the PC-Doctor for DOS diagnostic program from a diagnostic disc that you created.

Creating a diagnostic disc

This section provides instructions on how to create a diagnostic disc.

To create a diagnostic disc, do the following:

1. Download a self-starting bootable disc image (known as an ISO image) of the diagnostic program from: <http://www.lenovo.com/support>
2. Use any disc burning software to create a diagnostic disc with the ISO image.

Running the diagnostic program from the diagnostic disc

This section provides instructions on how to run the diagnostic program from the diagnostic disc that you created.

To run the diagnostic program from the diagnostic disc that you created, do the following:

1. Make sure your computer is turned off.
2. Repeatedly press and release the F12 key when turning on the computer. When the **Startup Device Menu** opens, release the F12 key.
3. Insert the diagnostic disc into the optical drive.
4. Select the optical drive with the diagnostic disc as the startup device and press Enter. The diagnostic program opens.
5. Follow the instructions on the screen to run the desired diagnostic test. For additional help, press the F1 key.
6. Remove the diagnostic disc from the optical drive after completing the diagnostic test.

Cleaning the mouse

This section provides instructions on how to clean an optical or non-optical mouse.

Optical mouse

An optical mouse uses a light-emitting diode and an optical sensor to navigate the pointer. If the pointer on the screen does not move smoothly with the optical mouse, you might need to clean the mouse.

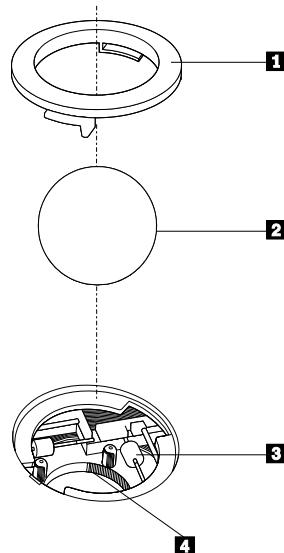
To clean the optical mouse, do the following:

1. Turn off your computer.
2. Disconnect the mouse cable from the computer.
3. Turn the mouse upside down to check the lens.
 - a. If there is a smudge on the lens, gently clean the area with a plain cotton-tipped swab.
 - b. If there is debris in the lens, gently blow the debris away from the area.
4. Check the surface on which you are using the mouse. If you have a very intricate picture or pattern beneath the mouse, it may be difficult for the digital signal processor (DSP) to determine changes in the mouse position.
5. Reconnect the mouse cable to the computer.
6. Turn your computer back on.

Non-optical mouse

The following illustration shows the components of a non-optical mouse.

Note: The illustration might be slightly different from your mouse.



1 Retainer ring

2 Ball

3 Plastic rollers

4 Ball cage

The non-optical mouse uses a ball to navigate the pointer. If the pointer on the screen does not move smoothly with the mouse, you might need to clean the mouse.

To clean the non-optical mouse, do the following:

1. Turn off your computer.
2. Disconnect the mouse cable from the computer.
3. Turn the mouse upside down. Twist the retainer ring **1** to the unlocked position to reveal the ball.
4. Place your hand over the retainer ring and ball **2**, and then turn the mouse bottom-side down, so that the retainer ring and ball fall out into your hand.
5. Wash the ball in warm, soapy water. Then, dry it with a clean cloth.
6. Carefully blow air into the ball cage **4** to dislodge dust and lint.
7. Look for a buildup of dirt on the plastic rollers **3** inside the ball cage. This buildup usually appears as a stripe running across the middle of the rollers.
8. If the rollers are dirty, clean them by using a cotton swab soaked in isopropyl (rubbing) alcohol. Turn the rollers with your finger and continue swabbing them until all the dirt is removed. Be sure the rollers are still centered in their channels after you clean them.
9. Remove any swab fibers that might be remaining on the rollers.
10. Reinstall the ball and the retainer ring. Twist the retainer ring to the locked position.
11. Reconnect the mouse cable to the computer.
12. Turn your computer back on.

Chapter 7. Getting information, help, and service

This chapter provides information about help, service, and technical assistance for Lenovo products.

This chapter contains the following topics:

- “Information resources” on page 75
- “Help and service” on page 77

Information resources

You can use the information in this section to access useful resources relating to your computing needs.

Online Books folder

The Online Books folder preinstalled on your computer contains the *ThinkCentre User Guide*, which provides information about your computer to help you set up, use, and maintain your computer. It requires no Internet access to view the publication.

To view the publication, click **Start** → **All Programs** → **Online Books** → **Online Books**, then double-click the publication for your computer. The publication is also available on the Lenovo Support Web site at: <http://www.lenovo.com/support>

Notes:

1. The publication is in PDF version. To view the publication, you need to have the Adobe Reader program preinstalled on your computer. If the Adobe Reader program has not been installed on your computer, a message will be displayed when you attempt to view the PDF file and you will be guided through the Adobe Reader installation.
2. The publication is available in other languages on the Lenovo Support Web site at: <http://www.lenovo.com/support>
3. If you want to install a different language version of the Adobe Reader program rather than the version preinstalled on your computer, download the desired language version from the Adobe Web site at: <http://www.adobe.com>

Lenovo ThinkVantage Tools

The Lenovo ThinkVantage Tools program helps you work more easily and securely by providing easy access to various technologies, such as:

- Lenovo Solution Center or Lenovo ThinkVantage Toolbox
- Password Manager (available on some models)
- Power Manager
- Product Recovery
- Rescue and Recovery
- System Update

To access the Lenovo ThinkVantage Tools program, click **Start** → **All Programs** → **Lenovo ThinkVantage Tools**.

Lenovo Welcome

The Lenovo Welcome program introduces some innovative built-in features of Lenovo to you and guides you through some important setup tasks to help you make the most of your computer.

Access Help

The Access Help information system provides information about getting started, doing basic tasks, customizing settings for your personal preference, protecting data, expanding and upgrading, and troubleshooting.

To open the Access Help information system on the Windows 7 operating system, click **Start** → **Help and Support** → **Lenovo Access Help**.

After you have opened the Access Help information system, use the left panel to make a selection from the **Contents** tab or the **Index** tab, or use the **Search** tab to find a particular word or phrase.

Safety and warranty

The *ThinkCentre Safety and Warranty Guide* that came with your computer contains information about safety, warranty, service and support phone numbers, CRUs, and other notices and information resources. You can also get the latest service and support telephone numbers and a PDF version of the *ThinkCentre Safety and Warranty Guide* from the Lenovo Support Web site at:
<http://www.lenovo.com/support>

Before using the information in this manual and the product it supports, be sure to read and understand the *ThinkCentre Safety and Warranty Guide* and Appendix A “Notices” on page 79.

Lenovo Web site (<http://www.lenovo.com>)

The Lenovo Web site provides up-to-date information and services to help you buy, upgrade, and maintain your computer. You can also do the following:

- Shop for desktop and notebook computers, monitors, projectors, upgrades and accessories for your computer, and special offers.
- Purchase additional services, such as support for hardware, operating systems, software programs, network setup and configuration, and custom installations.
- Purchase upgrades and extended hardware repair services.
- Download the latest device drivers and software updates for your computer model.
- Access the online manuals for your products.
- Access the Lenovo Limited Warranty.
- Access troubleshooting and support information for your computer model and other supported products.
- Find the service and support phone numbers for your country or region.
- Find a Service Provider located near you.

Lenovo Support Web site

Technical support information is available on the Lenovo Support Web site at:
<http://www.lenovo.com/support>

This Web site is updated with the latest support information such as the following:

- Drivers and software
- Diagnostic solutions

- Product and service warranty
- Product and parts details
- User guides and manuals
- Knowledge base and frequently asked questions

Help and service

This section provides information about obtaining help and service.

Using the documentation and diagnostic programs

If you experience problems with your computer, see Chapter 6 “Troubleshooting and diagnostic programs” on page 69. For information about additional resources to help you troubleshoot your computer problems, see “Information resources” on page 75.

If you suspect a software problem, see the documentation that came with the operating system or software program, including readme files and online help.

Most computers come with a set of diagnostic programs that you can use to help you identify hardware problems. For instructions on how to use the diagnostic programs on your computer, see “Diagnostic programs” on page 70.

You can get the latest technical information and download device drivers and updates from the Lenovo Support Web site at:

<http://www.lenovo.com/support>

Calling for service

During the warranty period, you can get help and information from the Lenovo Customer Support Center by telephone.

The following services are available during the warranty period:

- **Problem determination** - Trained service personnel are available to assist you with determining a hardware problem and deciding what action is necessary to solve the problem.
- **Hardware repair** - If the problem is caused by hardware under warranty, trained service personnel are available to provide the applicable level of service.
- **Engineering Change management** - There might be changes that are required after a product has been sold. Lenovo or your reseller will make selected Engineering Changes (ECs) that apply to your hardware available.

The following items are not covered by the warranty:

- Replacement or use of parts not manufactured for or by Lenovo or non-warranted Lenovo parts
- Identification of software problem sources
- Configuration of the BIOS as part of an installation or upgrade
- Changes, modifications, or upgrades to device drivers
- Installation and maintenance of network operating systems (NOS)
- Installation and maintenance of application programs

Refer to the safety and warranty information that is provided with your computer for a complete explanation of warranty terms. You must retain your proof of purchase to obtain warranty service.

For a list of the Lenovo Support phone numbers for your country or region, go to <http://www.lenovo.com/support> and click **Support phone list** or refer to the *ThinkCentre Safety and Warranty Guide* that is provided with your computer.

Note: The service and support phone numbers are subject to change without notice. If the number for your country or region is not provided, contact your Lenovo reseller or Lenovo marketing representative.

If possible, be at your computer when you call and have the following information available:

- Machine type and model
- Serial numbers of your hardware products
- Description of the problem
- Exact wording of any error messages
- Hardware and software configuration information

Using other services

If you travel with your computer or relocate it to a country where your desktop or notebook computer machine type is sold, your computer might be eligible for International Warranty Service, which automatically entitles you to obtain warranty service throughout the warranty period. Service will be performed by authorized Service Providers.

Service methods and procedures vary by country, and some services might not be available in all countries. International Warranty Service is delivered through the method of service (such as depot, carry-in, or on-site service) that is provided in the servicing country. Service centers in certain countries might not be able to service all models of a particular machine type. In some countries, fees and restrictions might apply at the time of service.

To determine whether your computer is eligible for International Warranty Service and to view a list of the countries where service is available, go to <http://www.lenovo.com/support>, click **Warranty**, and follow the instructions on the screen.

For technical assistance with the installation of or questions related to Service Packs for your preinstalled Microsoft Windows product, refer to the Microsoft Product Support Services Web site at <http://support.microsoft.com/directory> or you can contact the Customer Support Center. Some fees might apply.

Purchasing additional services

During and after the warranty period, you can purchase additional services, such as support for hardware, operating systems, and application programs; network setup and configuration; upgraded or extended hardware repair services; and custom installations. Service availability and service name might vary by country or region. For more information about these services, go to the Lenovo Web site at: <http://www.lenovo.com>

Appendix A. Notices

Lenovo may not offer the products, services, or features discussed in this document in all countries. Consult your local Lenovo representative for information on the products and services currently available in your area. Any reference to a Lenovo product, program, or service is not intended to state or imply that only that Lenovo product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any Lenovo intellectual property right may be used instead. However, it is the user's responsibility to evaluate and verify the operation of any other product, program, or service.

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Attention: Lenovo Director of Licensing*

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Any references in this publication to non-Lenovo Web sites are provided for convenience only and do not in any manner serve as an endorsement of those Web sites. The materials at those Web sites are not part of the materials for this Lenovo product, and use of those Web sites is at your own risk.

Any performance data contained herein was determined in a controlled environment. Therefore, the result obtained in other operating environments may vary significantly. Some measurements may have been made on development-level systems and there is no guarantee that these measurements will be the same on generally available systems. Furthermore, some measurements may have been estimated through extrapolation. Actual results may vary. Users of this document should verify the applicable data for their specific environment.

Television output notice

The following notice applies to models that have the factory-installed television-output feature.

This product incorporates copyright protection technology that is protected by method claims of certain U.S. patents and other intellectual property rights owned by Macrovision Corporation and other rights owners. Use of this copyright protection technology must be authorized by Macrovision Corporation, and is intended for home and other limited viewing uses only unless otherwise authorized by Macrovision Corporation. Reverse engineering or disassembly is prohibited.

European conformance CE mark



Recycling information for Brazil

Declarações de Reciclagem no Brasil

Descarte de um Produto Lenovo Fora de Uso

Equipamentos elétricos e eletrônicos não devem ser descartados em lixo comum, mas enviados à pontos de coleta, autorizados pelo fabricante do produto para que sejam encaminhados e processados por empresas especializadas no manuseio de resíduos industriais, devidamente certificadas pelos órgãos ambientais, de acordo com a legislação local.

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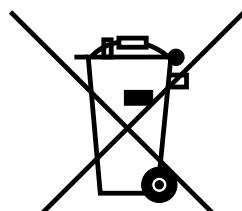
Battery recycling information for Taiwan



廢電池請回收

Battery recycling information for the European Union

EU



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